

**Hiranandani Financial Services Private Limited**

**Customer Awareness - Regarding Classification of Loan Account as SMA and NPA**

As per Master Direction – Reserve Bank of India (Non-Banking Financial Companies – Income Recognition, Asset Classification and Provisioning) Directions, 2025 (RBI/DOR/2025-26/356 DOR.STR.REC.No.275/21.04.048/2025-26) dated November 28, 2025, as amended from time to time, the following clarifications may kindly be noted:

**A. CLARIFICATION ON OVERDUE:**

An amount is to be treated as overdue if it is not paid on the due date fixed by the HFS (before the HFS runs the day-end process for that day). **Due Date** is the date as specified in the Repayment Schedule on which the instalment due is to be paid.

**B. CLASSIFICATION AS SPECIAL MENTION ACCOUNT AND NON - PERFORMING ASSET:**

As per RBI circular on Reserve Bank of India (Non-Banking Financial Companies – Resolution of Stressed Assets) Directions, 2025 (RBI/DOR/2025-26/357 DOR.STR.REC.276/21.04.048/2025-26) dated November 28, 2025, HFS will recognize incipient stress in Customer’s loan account, immediately on default, by classifying such account as Special Mention Account.

Accordingly, the date of SMA/NPA shall reflect the asset classification status of an account at the day-end of that calendar date. An illustration of such classification is given below:

<b>Classification</b>	<b>Example I</b>	<b>Example II</b>
Original Due date	5 February 2024	5 April 2024
SMA-0	5 February 2024 end of day	5 April 2024 end of day
SMA-1	6 March 2024 end of day	5 May 2024 end of day
SMA-2	5 April 2024 end of day	4 June 2024 end of day
NPA	5 May 2024 end of day	4 July 2024 end of day

**Note: 2024 is a leap year.**

If the interest or principal remains overdue for a period More than 90 days, the loan account is classified as a Non-Performing Asset (NPA).

As per RBI’s guidelines, HFS will flag Customer’s account as overdue at the day-end processes for the due date, irrespective of the time of running such processes. The classification of Customer’s account as SMA or NPA shall also be done as part of the day-end process for the relevant date. In other words, the SMA or NPA classification date shall be the calendar date for which the day end process is run.

**C. UPGRADATION OF ACCOUNT CLASSIFIED AS NPA:**

- Customer classified as NPAs may be upgraded as ‘standard’ only if entire arrears of interest and principal are paid by the Customer.
- Partial payment, such as payment of only interest or only one installment, shall not result in the upgradation of the loan account.

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