

To,
The Managing Director
GS MAHANAGAR CO-OP BANK LTD.
Head Office.



Respected Sir / Madam,

**Subject: - Application for empanelment as Business Facilitator (B.F.) with
GS MAHANAGAR CO-OP BANK LTD.**

I / We submit herewith my / our application for empanelment as Business Facilitator (B.F.) for GS MAHANAGAR CO-OP BANK LTD. I / we have read the terms & Conditions related to the service & I / we undertakes that those are acceptable to me / us.

1	Full Name of individual/Proprietor/ Firm/Company	
2	Constitution	Individual () Proprietorship () Firm () Company () Other ()
3	Date of Birth/Incorporation	
4	Name of Proprietor/ Partners/Directors	
5	Registered Office Address	
6	Residential Address of Promotor	
7	Contact No.	
8	Email ID	
9	Pan Card	
10	Educational Qualification	
11	Work Experience	
12	Documents Enclosed	1. KYC of individual/firm/company 2. Two Latest Photos 3. Educational Qualification Certificate 4. Business Licenses 5. Existing BF Certificate, if applicable 6. Experience letter, wherever applicable 7. Board Resolution, wherever applicable
13	Any other information which the applicant wishes to bring to the knowledge of the bank	
14	Any relative working in Bank	

I / we, declare that the statements in this application & the documents submitted are true, complete & correct to the best of my knowledge & belief.

I / we declare that no criminal proceedings are pending against me/us. I / we declare that any of the partner / director of the firm/company is / are not related to any director of any other employee of the bank.

I / We understand that in the event of any information / document being found untrue / incorrect at any stage, my application is liable to be rejected & if already empaneled, the empanelment is liable to be terminated.

Signature

Name _____

Date: ___ / ___ / ___

Place _____

FOR BANK USE ONLY

Application Received Date: ___ / ___ / ___

Received by: Name of Official & Sign _____

Declaration-Cum-Undertaking

Date: ____/____/____

To,
The Marketing Department
GS MAHANAGAR CO-OP BANK LTD.
Head Office.

Subject: Code of Conduct

Sir / Madam,

I have been appointed as Business Facilitator in GS MAHANAGAR CO-OP BANK LTD. My work profile is of sourcing the loan proposals to the bank and linked services to prospects of GS MAHANAGAR CO-OP BANK LTD.

In the discharge of my duties, I am obligated to follow the Code of Conduct attached to this document.

I confirm that I have read and understood and agree to abide by the Code of Conduct. I further confirm that the trainer mentioned below has explained the contents in full to me.

In case of any violation, non-adherence to the said Code, you shall be entitled to take such action against me as you may deem appropriate.

Signed on this _____ day of _____ 20____

Signature _____

Name _____

CODE OF CONDUCT FOR BUSINESS FACILITATORS (BF)

A. Preamble:-

Model Code of Conduct for the business facilitator (BFs) is a non-statutory code issued by Indian Banks' Association, a voluntary association of Banks in India for adoption and implementation by BFs while operating as Agents of Banks and Financial Institutions.

Applicability - Upon adoption and inclusion as part of agreement between the Bank and the BF, this code will apply to all persons involved in marketing and distribution of any loan or other financial product of the GS Mahangar Co-op.Bank Ltd. The Business facilitator (BF) and its Tele-Marketing Executives (TMEs) & field sales personnel, namely, Business Development Executives (BDEs) must agree to abide by this code prior to undertaking any direct marketing operation on behalf of the bank. Any TME/BDE found to be violating this code may be blacklisted and such action taken be reported to the bank from time to time by the BF. Failure to comply with this requirement may result in permanent termination of business of the BF with the Bank and may even lead to permanent blacklisting by the industry.

A declaration to be obtained from TMEs and BDEs by the BFs before assigning them their duties is annexed to this Code.

B. Tele-calling a Prospect (a prospective customer):-

A prospect is to be contacted for sourcing a bank product or bank related product only under the following circumstances:

- When prospect has expressed a desire to acquire a product through the bank's internet site/call centre/Branch or through the Marketing Manager at the bank or has been referred to by another prospect/customer or is an existing customer of the bank who has given consent for accepting calls on other products of the bank.
- When the prospect's name/telephone no/ address is available & has been taken from one of the lists/directories/databases approved by the BF Manager/Team leader, after taking his/ her consent.

The TME should not call a person whose name/number is flagged in any "do not disturb" list made available to him/her.

C. When you may contact a prospect on telephone:-

Telephonic contact must normally be limited between 0930 Hrs and 1900 Hrs. However, it may be ensured that a prospect is contacted only when the call is not expected to inconvenience him/her.

Calls earlier or later than the prescribed time period may be placed only under the following conditions:

- When the prospect has expressly authorized TME/BDE to do so either in writing or orally

D. Can the prospect's interest be discussed with anybody else?:-

BF should respect a prospect's privacy. The prospect's interest may normally be discussed only with the prospect and any other individual/family member such as prospect's accountant/secretary /spouse, authorized by the prospect.

Leaving messages and contacting persons other than the prospect.

Calls must first be placed to the prospect. In the event the prospect is not available, a message may be left for him/her. The aim of the message should be to get the prospect to return the call or to check for a convenient time to call again. Ordinarily, such messages may be restricted to:

- Please leave a message that Mr./Ms. _____ (Name of officer) representing GS Mahangar Co-op. Bank called and requested to call back at _____ (phone number)".

As a general rule, the message must indicate:

- That the purpose of the call is regarding selling or distributing a bank product.

E. No misleading statements/misrepresentations permitted:-

TME/BDE should not -

- Mislead the prospect on any service / product offered;
- Mislead the prospect about their business or organization's name, or falsely represent themselves.
- Make any false / unauthorized commitment on behalf of XXXBank for any facility/service.

F. Telemarketing Etiquettes:-

PRE CALL

- No calls prior to 09:30 Hrs or post 19:00 Hrs unless specifically requested.
- No serial dialing
- No calling on lists unless list is cleared by team leader

DURING CALL

- Identify yourself, your company and your principal
- Request permission to proceed
- If denied permission, apologize and politely disconnect.
- State reason for your call
- Always offer to call back on landline, if call is made to a cell number
- Never interrupt or argue
- To the extent possible, talk in the language which is most comfortable to the prospect
- Keep the conversation limited to business matters
- Check for understanding of "Most Important Terms and Conditions" by the customer if he plans to buy the product
- Reconfirm next call or next visit details
- Provide your telephone no, your supervisor's name or your bank officer contact details if asked for by the customer.
- Thank the customer for his/her time

POST CALL

- Customers who have expressed their lack of interest for the offering should not be called for the next 3 months with the same offer
- Provide feedback to the bank on customers who have expressed their desire to be flagged "Do Not Disturb"
- Never call or entertain calls from customers regarding products already sold. Advise them to contact the Customer Service Staff of the bank.

G. Gifts or bribes:-

TME / BDE's must not accept gifts from prospects or bribes of any kind. Any TME / BDE offered a bribe or payment of any kind by a customer must report the offer to his / her management.

2. Application Form as per attached format
3. Copy of certificate of empanelment, if already empanelled in other Banks / NBFC / Financial Institutions
4. Latest Bio-Data & Educational Qualification Certificate

Part – F – Agreement with Business Facilitator:-

1. The empanelment of Business Facilitator is not an offer of employment in the bank & Business Facilitator shall not have any right apart from what is mentioned in the Business Facilitator Agreement.
2. The period of empanelment shall be initially for one year. The Business Facilitator has to make an agreement with the banks as per prescribed format on Rs. 500 Stamp Paper. After successfully completion of one year the same shall be renewed for three years.
3. The renewal of Business Facilitatorship will be at the sole discretion of the bank, based on the annual performance of Business Facilitator.
4. The decision of the bank shall be final & Business Facilitator shall not have any objection whatsoever.

Part – G – Commission Payout to Business Facilitators:-

1. The commission structure will be mentioned in the Business Facilitator Agreement & the Bank reserves the right to change the composition of commission structure during the period of agreement.
2. After the disbursement of loan proposal, Business Facilitator has to raise the invoice (as per the attached format).
3. After the receipt of original invoice, the officials of Loan Dept. at head office will check the validity of business facilitators & will forward to Account Department, the officials of Centralized Payment Department (under Account Department) will process & release the commission payout to Business Facilitator into the bank account.
4. The commission shall be paid only on leads which converted into sanction & disbursement thereafter & will be released as per amount of loan disbursement.
5. The commission amount will attract TDS liability.
6. In case of expired Business Facilitator Agreement, the Business Facilitator will not be eligible for commission after the date of expiry of agreement till the same is renewed for the business sourced.

Part – H – Other Terms of Empanelment:-

1. The post of Business Facilitator is purely temporary basic on contract basis / commission basis & does not create any employee-employee relationship & the successors or assigns of Business Facilitator will not have any right to claim employment or any other benefit whatsoever from the bank other than stated in the agreement.
2. Business Facilitator shall not represent himself / herself / themselves as official(s) / employee of the bank
3. The Admin Dept. has to maintain one copy of Business Facilitator Agreement at their level & has to inform the Business Facilitator regarding the validity of agreement one month prior to the expiry.
4. He / She shall not give any oral or written commitment on behalf of the bank.
5. Head Office with concerned department shall be the authority for resolution of any dispute / clarification regarding payment of commission, terms of empanelment & the decision taken by competent authority shall be final & binding to Business Facilitator
6. After the empanelment, if bank finds that Business Facilitator is not active for 6 months by way of non-submission of any proposal, the bank has sole right to end the agreement & release him/her from the post of Business Facilitatorship
7. Either party may terminate the contract by giving one-month notice in writing. However; Business Facilitator will be terminated immediately, if he / she / it does some act which directly or indirectly affects the goodwill of the bank & the bank shall have a right to inspect the same for any further action.

8. If the bank suffers any financial or other losses due to actions by the Business Facilitator, the bank has the right to recover those losses from the amount / money it owes to the Business Facilitator. The bank can do this using its own judgement. This action won't stop the bank from using other ways to get back the amount/money or losses it owned.
9. Business Facilitator shall obtain prior approval / consent from the bank for use of subcontractors for all or part of outsourced activities
10. If it is observed that if any loan account referred by Business Facilitator slips into NPA status within one year then no further referral from the concerned Business Facilitator shall be considered. The said loan accounts will be further scrutinized to ascertain the reason for them turning into NPA. Accordingly, decision shall be taken regarding blacklisting Business Facilitator
11. The Business Facilitator shall work within the framework of IBA Model Code of Conduct for Business Facilitator (BF) & is enclosed herewith.
12. Business facilitator (BF) should introduced new customer to the bank and as such they will not be eligible any commission for the loan proposals involving existing loan customer, either as a sole borrower signally or in partnership with other or as a director in a company.

Attachments as per mention below:-

1. Application for empanelment with GS MAHANAGAR CO-OP BANK LTD.
 2. Declaration-Cum-Undertaking (IBA)
 3. Application Letter for Submission of Loan Proposal
 4. Invoice Performa of commission
 5. IBA Model Code of Conduct for Business facilitators
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1. Please fill all column in the application invariably & no columns shall be left blank. If any information is not applicable, please mark as N.A.
 2. GS MAHANAGAR CO-OP BANK LTD. reserves the right to reject application without any notice
 3. Please tick whenever is applicable

H. Precautions to be taken on visits/ contacts BDE should:-

- Respect personal space - maintain adequate distance from the prospect.
- Not enter the prospect's residence/office against his / her wishes;
- Not visit in large numbers - i.e. not more than one BDE and one supervisor, if required.
- Respect the prospect's privacy.
- If the prospect is not present and only family members/office persons are present at the time of the visit, he/she should end the visit with a request for the prospect to call back.
- Provide his/her telephone number, supervisor's name or the concerned bank officer's contact details, if asked for by the customer.
- Limit discussions with the prospect to the business - Maintain a professional distance.

I. Other important aspects - Appearance & Dress Code:-

BDE's must be appropriately dressed

For men this means

- Well ironed trousers;
- Well ironed shirt, shirt sleeves preferably buttoned down.

For women this means

- Well ironed formal attire (Saree, Suit etc.);
- Well-groomed appearance.
- Jeans and/or T Shirt, open sandals are not considered appropriate.

J. Handling of letters & other communication:-

Any communication sent to the prospect should be only in the mode and format approved by the Bank.

APPLICATION LETTER FOR SUBMISSION OF LOAN PROPOSAL

To,
GS MAHANAGAR CO-OP BANK LTD
_____ Branch.

Date: ____/____/____

I / We, the undersigned would like to submit the loan proposal file / documents as per the details mentioned below:

Name of Applicant: _____

Type of Loan: _____

Loan Amount: _____

If the applicant is already a loan customer of bank: YES / NO

Whether fresh or takeover loan: Fresh / Takeover

You are requested to kindly process the loan proposal with the documents/file submitted herewith.

Regards

(Signature)	(Signature)
Name of Business Facilitator	Name of Loan Applicant

FOR BANK USE ONLY

Date: ____/____/____ Loan Proposal Accepted by _____ Branch	Date: ____/____/____ Loan Proposal Accepted by _____ Loan Dept.
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(Signature of Authorised Person of Branch)	Name of authorised person & Stamp of Loan Dept., HO
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Invoice Format of Commission

Invoice No. _____
From, _____

Date: ____/____/____

Name of Business Facilitator/Correspondent:		Address	
Pan Card No.	GST No.	HSN/SAC	

To,
The Branch Manager,
GS MAHANAGAR CO-OP BANK LTD.
Head Office.

GST No. of GS MAHANAGAR CO-OP BANK LTD. 27AAAAM3138Q2Z7

Subject: Invoice for Release of Commission

Respected Sir/Madam,

I/We, the undersigned is working as Business Facilitator/Correspondent with GS MAHANAGAR CO-OP BANK LTD. attached to _____ branch. I/We hereby request you to release the commission payment for the loan referred by me/us. The detail of the loan proposal is/are follow:

Name of Borrower/Depositor	
Type of Loan/Deposit	
Loan/Deposit Amount	
Tenure of Deposit	
Deposit Opened Date	
Inward Date of Loan	
Sanction Date of Loan	
Sanctioned Loan Amount	
Disbursed Loan Date	
Disbursed Loan Amount	

Commission Amount	CGST Amount & (%)	SGST Amount & (%)	IGST Amount & (%)	Invoice Amount

In Words:-

Kindly credit the commission in the below mentioned bank account

Name of Account	
Type of Account	
Name of Bank	
Name of Branch	
Account No.	
IFSC No.	

I / We hereby understand that the commission will only be released if Business Facilitator/Correspondent Agreement is valid at the time of inward, sanction & disbursement of loan proposal.

Regards,

Applied by:	
Name of Business Facilitator/Correspondent:	
Signature	
Stamp if applicable:	
Verified By (For Branch Use)	Verified By (For Admin Dept. Head Office Use)
Name of Branch Manager:	The Agreement is valid from ____ / ____ / ____ to ____ / ____ / ____
Signature:	____ / ____ / ____
Name of authorized person of Loan Dept., HO:	Name of Manager/Sr. Manager
Signature:	Signature:
Stamp of Dept.	Stamp of Dept.