

GS MAHANAGAR CO-OP BANK LTD.

(SCHEDULED BANK) Estd :1973

MARKETING DEPARTMENT, HEAD OFFICE

DATE: - 26 / 02 /2026

Subject: Business Facilitatorshi Policy

GS MAHANAGAR CO-OP BANK LTD., (scheduled bank) has introduced new scheme for appointing **Business Facilitators** (B.F.) to facilitate business development. The empanelment as well as functioning of the Business Facilitator will be as per the policy documents and no deviation will be entertained in respect to the same.

Part A – Entities Eligible for Empanelment:-

1. Individuals:

- Person already doing business as agent for selling NSCs/Life Insurance Policies/Mutual Funds/Govt. Approved Valuers/Chartered Accountants/Tax Consultants
- Real Estate Brokers can also apply for empanelment as Business Facilitator
- Any individual (including a builder's representative) who has prior experience of selling bank's loan products viz Retail & Commercial Loan Products.
- Any Individual who is already registered as BF in other bank.
- Any Individual who is ex-staff of a public/private/co-op. Bank or NBFCs.
- Any individual who is into the business of vehicle dealership
- Relatives of the Directors and staffs members of the Bank will not be eligible for empanelment as Business Facilitators
- Age of Applicant should be minimum 21 years; the upper age limit is not stipulated. However, he/she should be physically fit & capable to canvass business
- He/She should be local resident, at least HSC/12th passed & able to communicate effectively in local language along with Hindi & English also.
- He/She will have to submit the application form for empanelment along with KYC, Bio-Data, Education Qualification Certificate, Experience Letter, latest passport photo & BF Letter, if already empaneled in other bank/financial institute
- Bank present director, bank staff and their relatives are not eligible for empanelment for business facilitator

2. Non-Individuals:

- Proprietary/Partnership Firm/LLP/Company registered in India
- Institutional Agency/Consultancy Group/Chartered Accountant Firm/Real Estate Broker Firm/Builder can apply for empanelment as Business Facilitator
- In case of companies, it should be mentioned in Article of Association to carry out such type of services.

Part – B – Job Profile of Business Facilitators (B.F.):-

1. Generation of Leads for Retail Loans & Commercial Loans from various sources
2. Meet prospective customers at their place & time of convenient & explain the latest products of the bank
3. Work within the framework of "Code of Conduct & Responsibility"
4. Ensure completion of applications in all the respect
5. Collection & Submission of all required documents for the sanction of loan i.e. Application Form, KYC, Financials Documents, Bank Statement & any other documents as required by the bank
6. The role of Business Facilitator is limited to the sourcing of loan proposals and co-ordination for further loan processing till full and final disbursement.

7. KYC verification, pre-sanction survey, appraisal, documentation, disbursement, Pre & post disbursement inspection in respect of all loan products to be done by Bank Staff only.
8. The sanction of the loan will be at the sole discretion of the bank & on such terms & conditions that bank may stipulate
9. Business Facilitator shall operate from his/her/its own place. The Business Facilitators shall not use the branch premises or stationary for any Business Facilitator related work.
10. Business Facilitator should be made aware of the fact that the bank will neither provide any space or infrastructure nor pay any compensation to carry out such business activity
11. He/She/It will not canvass or do any service of Business Facilitatorship with any customer in the premises of the bank without the written consent of the bank.
12. The Business Facilitator to open their individual/non individual entity account on successful onboarding with our bank.

Part – C – Products Covered in Business Facilitatorship:-

1. The Business Facilitator can canvass any loan product of the bank viz Retail & Commercial Loan & entitled to receive commission, if loan proposal gets sanctioned & fully disbursed. However, he/she will not be eligible to receive commission on Gold Loan, Loan against Deposits, Loan against rent against our bank premises, Loan against Insurance/NSC/KVP & Pledge Loan.
2. Business Facilitator can also canvass takeover loans from other banks & will be eligible for commission, if any other the said loan gets disbursed
3. Business Facilitator will not be eligible to receive commission on already existing loan customer of our bank. However, any enhancement on the loan account sourced by Business Facilitator is eligible for payment of commission. The commission is limited to enhanced amount only.
4. The Business Facilitator has to submit the covering Letter for Submission of Loan Proposal (as per format) at the time of submission of loan proposal.

Part – D – Process of Selecting as Business Facilitator:-

1. The prospective Business Facilitator will have to submit the application as per attached format to the respective Branch of our bank along with the documents mentioned in Part E.
2. All the documents should be procured as per Part E
3. The General Manager and Assistant General Manager of Marketing Department will conduct an interview with the applicant.
4. After receiving the signed & original copy of Business Facilitator ship Agreement on Rs. 100 Stamp paper & Declaration-Cum-Undertaking (IBA), the officials of Marketing Department will inform the selection of Business Facilitator to RBI.
5. The officials of Admin Dept. will issue Appointment Letter & Certificate of Appointment to the selected Business Facilitator after taking acceptance copy of appointment letter from him.

Part – E– Documents for empanelling as Business Facilitator:-

The following documents need to be submitted for empanelment of Business Facilitator:

1. Branch Verified KYC of applicant:
 - a. In case of Individual – Pan Card, Aadhar Card & 2 latest Photos
 - b. In case of Proprietorship Firm – Pan Card, Aadhar Card, Business Proof (Udyam Aadhar / GST Certificate) & 2 latest photos
 - c. In case of Partnership Firm – Pan Card of the firm, Partnership Deed, Partnership Registration Certificate, Business Proof (Udyam Aadhar/GST Certificate) & KYC of all partners i.e. Pan Card, Aadhar Card & 2 Latest Photos
 - d. In Case of Pvt./Public Ltd. Company – Pan Card of the company, MOA, AOA, Incorporation Certificate, Details of Authorized Signatory of the company, Company Resolution for empanelment as Business Facilitator, Business Proof (Udyam Aadhar / GST Certificate) & KYC of all directors i.e. Pan Card, Aadhar Card & 2 Latest Photos.

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



[Handwritten signature]