

## Beware of Fake Videos Circulated by Non-accredited Channels on Social Media Platforms.

April 25, 2022

It has come to our notice that a misleading and defamatory video is being circulated on social media channels. In an instance, where bounce charges were levied by the bank in a customer's bank account due to non-maintenance of sufficient balance by the customer to honour the EMI payment instruction, it has been wrongfully portrayed to have been collected by Bajaj Finance Ltd. It may be noted that Bajaj Finance Ltd., merely presented the payment instruction provided by the customer. Upon the dishonour of the customer's payment instructions, the bounce charges pertaining to multiple months were levied by the bank at once, on April 13, 2022.

We wish to clarify that, for any dishonour of payment instructions, Bajaj Finance Ltd., levies bounce charges for any non-payment of EMI, committed by the customer. However, as an exception and as a service gesture, the bounce charges pertaining to the loan account of the customer with Bajaj Finance Ltd., have been waived.

With regards to the issue of misconduct by an agency staff, Bajaj Finance Ltd., does not encourage nor tolerate any misconduct by its agency/agency personnel. Further, the Company has a Code of Conduct for the agency/agency personnel and stringent action is taken against an agency, upon committing any breach of the Code of Conduct. In the current instance, since the conduct of the Agency is in violation of the Code of Conduct and terms of the agreement, the Agency agreement has been terminated by Bajaj Finance Limited. The list of terminated agencies is regularly updated on the Company website - [www.bajajfinserv.in](http://www.bajajfinserv.in).

We strongly condemn such derogatory acts of levelling false and defamatory allegations on the Company by a non-accredited individual/channel and irresponsibly reporting on matters, without even attempting to ascertain the facts from Bajaj Finance Ltd. Earlier, such questionable conduct by this non-accredited individual/channel was brought to the notice of the Hon'ble court and it was restrained from carrying out any defamatory acts in future.

We urge our customers and the general public to be cautious of videos they see on social media channels and should not pay heed to any baseless and sensational stories or videos, propagated by such non-accredited individuals/channels.

