

## 1. What is OVERDUE?

When a customer does not pay her scheduled EMI on the due date of a particular month, she becomes OVERDUE.

### Example:

- Suman didi's EMI due date for the month of March, 2022 is 5<sup>th</sup> March, 2022.
- Suman didi does not pay her EMI on 5<sup>th</sup> March, 2022 and instead pays later.
- Suman didi is now an OVERDUE CUSTOMER.

**Customers should avoid becoming overdue as the same affects their Credit Bureau Record thus, making it difficult for them to avail future loans from any lending institution.**

## 2. What is DAYS PAST DUE (DPD)?

Each day that a customer is delayed in making the payment of the EMI from the scheduled due date is DAYS PAST DUE.

### Example:

- Suman didi's EMI due date for the month of March, 2022 is 5<sup>th</sup> March, 2022.
- Suman didi does not pay her EMI on 5<sup>th</sup> March, 2022 and pays on 15<sup>th</sup> March, 2022.
- Suman didi is now 10 DAYS PAST DUE.

**Customers should repay every month on time to continue availing benefits from the lending Companies.**

## 3. What is a SPECIAL MENTION ACCOUNT (SMA)?

When a customer has a part payment due of the Principal amount or interest payment or any other amount that she owes to the lending company, she is classified as a SPECIAL MENTION ACCOUNT.

### Example:

- Suman didi's EMI due amount, including interest rate, is Rs 1000/-.
- Suman didi pays Rs. 500/- only.
- Suman didi's loan account is now classified as a SPECIAL MENTION ACCOUNT.

**Customers should avoid falling into the category of Special Mention Account to maintain good Credit Bureau Record.**

## 4. What is NON PERFORMING ASSEST (NPA)?

If a customer has not paid the EMI for 90 days, then her account becomes a NON PERFORMING ASSEST (NPA).

**Customers should, at all times, maintain a healthy Credit Bureau Record by paying their EMIs on time in order to continue to be eligible for future loans from any lending institutions.**