Compliance Declaration from ANIKET ASSOCIATES for the month of <December 2021>

I, Mr. Dinesh Tiwari, the owner of Aniket Associates, do hereby certify that I as well the employees of my agency, fully adhere, comply and declare with the below aspects;

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| --- | --- | --- |
| Sr. No | Declaration | Applicability (YES/NO) |
| 1 | All the formats are completely filled in the blue book. | Yes |
| 2 | Trails of 100% allocated cases are updated in CAPS for the month. | Yes |
| 3 | All calls made on the allocated cases are 100% recorded. | NO |
| 4 | Copy of latest annexure is maintained for all the products handled in the month. | Yes |
| 5 | No Dues Certificate submitted in CAPS/ Bank against all paid bills till date. | NO |
| 6 | Acknowledged copy of Indemnity, FIR, and Paper publication submitted to the Bank for lost receipt / repokit /ID Card (as applicable). | NO |
| 7 | Code of conduct, Proactive Escalation Management, Telephone Etiquette & Mistaken Identity poster displayed at prominent place in the agency. | Yes |
| 8 | We ensure that payment deposition is done within TAT. | NO |
| 9 | We ensure data is purged as per applicable policy to prevent any misuse. | Yes |
| 10 | We confirm that all USB ports, CD Drive, Floppy drive are inactive in the systems deployed for ICICI Bank ltd. | Yes |
| 11 | We hereby declare that passwords are not shared within our employees. | Yes |
| 12 | We confirm that all systems deployed for ICICI Bank has SECLORE installed and implemented. | Yes |
| 13 | I hereby, confirm that there is no leakage / sharing of customer confidential data. | Yes |
| 14 | We confirm that all the data/systems of ICICI Bank portfolio are handled by authorized personnel only as applicable. | Yes |
| 15 | The phone nos. used for customer calling are updated immediately to the Bank. | NA |
| 16 | We confirm that all calls made to the ICICI Bank customers are as per Bank’s policy and if escalation comes, we are responsible for the same. | NA |
| 17 | We confirm that the collection activity is handled by us only from the address/s communicated to the Bank. | NO |
| 18 | We confirm that we have informed the bank about resigned staff working for ICICI Bank portfolio in this month. | Yes |
| 19 | We confirm that repossession process has been followed as per Bank’s guideline in letter & spirit. | Yes |
| 20 | We have controls in place to ensure that there is no rude call or behavior by our staff while dealing with customers. | Yes |
| 21 | We ensure that mistaken identity & identity theft cases are treated as per Bank’s policy. | Yes |
| 22 | We are aware of the agency action and penalty policy implemented by the bank and applicability of the same in case of any non-compliance. | Yes |
| 23 | We confirm that we have paid salary & applicable dues to our staff working for ICICI Bank portfolio on timely basis. | NA |
| 24 | Remarks / Feedback by Agency, if any.\* | NA |

Place: MUMBAI

Date: 03-JAN-2022

Product Handled: CV

Team Leader Name: DINESH TIWARI

Debt Manager Name: NILESH JADHAV