

Recovery & Collection Policy

Evam Finance Private Limited
Regulatory disclosure PDF

Recovery is carried out firmly, respectfully and within the bounds of law.
Borrowers are treated with courtesy and fairness at every stage.

Borrowers are contacted between 8:00 AM and 7:00 PM except in exceptional circumstances or when requested otherwise. Recovery personnel do not use threats, abuse, anonymous calls or harassment.

Recovery agents, if engaged, are due-diligenced, trained and required to carry valid identity cards and authorisation.

Any borrower aggrieved by recovery conduct may write to gro@evamfinance.com or use the official complaint form.