

Direct Selling Agents (DSAs)

1. Eligibility

(a) Individuals:

- Any individual who has prior experience of selling secured/unsecured working capital short term and long-term loans.
- Age of applicant should be minimum 21 years; the upper age limit is not stipulated. However, Direct Selling Agent (“**DSA**”) should be physically fit and capable to canvass business.
- Should be local resident, at least matriculate and able to communicate effectively in local language and preferably in English also.
- Family members of existing staff members of OXYZO are not eligible.
- The service provider firm/entity is not owned or controlled by any director or officer/employee (including ex-staff) of the OXYZO or their relatives having the same meaning as assigned under Section 6 of the Companies Act, 1956 (Now it comes under Section 2 (Definitions), Point no. 77 of the Companies Act, 2013).
- Individual/agency/firm/company already empanelled by the OXYZO for the purpose of legal/ valuation/ audit/ inspection/ due diligence or for any other services are not eligible.
- An individual must not
 - (i) appear any fraudulent persons'/vendor list.
 - (ii) be associated with illegal activities or be included in the blocked lists of any entity.
 - (iii) be in the list of non-compliance reported by any entity/authority.

(b) Non-Individuals:

- Proprietary / Partnership firm / LLP/ Company registered in India.
- Institutional Agency/Consultancy Group, Firms of Chartered Accountants.
- In case of Companies, it should be entitled to carry out such type of services as per Articles of Association.
- The service provider firm/entity is not owned or controlled by any director or officer/employee (including ex-staff) of the OXYZO or their relatives having the same meaning as assigned under Section 6 of the Companies Act, 1956 (Now it comes under Section 2 (Definitions), Point no. 77 of the Companies Act, 2013).
- Individual/agency/firm/company already empanelled by the OXYZO for the purpose of legal/ valuation/ audit/ inspection/ due diligence or for any other services are not eligible.
- Non-Individual must not
 - (iv) appear any fraudulent persons'/vendor list.
 - (v) be associated with illegal activities, or be included in the blocked lists of any entity.
 - (vi) be in the list of non-compliance reported by any entity/authority.

The following conditions will be applicable to both Individuals & Non- Individuals:

- Shall operate from his /her / its own place / house / office located.
- OXYZO will not provide any space / infrastructure for the purpose.
- He/ She/ it will not canvas or do any service with any customer in the premises of OXYZO without the written consent of OXYZO.

- Should have mobile phone facility in his / her /own name or in the name of applicant firm / company/LLP etc.
- Possess sound knowledge about financial products available in the market.

2. Job Profile of DSAs:

- Assist OXYZO in making proposals for sanctioning of financing facility to the customers, for each proposed Account, DSA shall provide such financial and business information concerning the Customer as requested by OXYZO in this regard.
- DSA shall approach, discuss and procure Customers for and behalf of OXYZO. All forms of interaction with prospectus whether by way of telephone calls, personal visits or any other form shall be based purely on the product features, benefits and the terms communicated to the DSA from time to time.
- Ensure completion of applications in all respects. The role of DSAs is limited to the sourcing of proposal only. KYC verification, pre-sanction survey, appraisal, documentation, disbursement and Post sanction inspection in respect of loans are to be done by OXYZO only.
- The sanction of the loan will be at the sole discretion of OXYZO & on such terms & conditions that OXYZO may stipulate.

3. Terms of empanelment:

Purely Temporary.

- DSAs will execute a stamped agreement (should be stamped in accordance with the Stamp Act in force in the State). The empanelment of DSA is not an offer of permanent employment in OXYZO & the DSA shall not have any other right apart from what is mentioned in the executed DSA agreement ("**Agreement**"). Notwithstanding anything contained in the agreement, it is further clarified that the empanelment of DSA is purely on contract basis/incentive/charges/fees basis.
- The empanelment of DSA with OXYZO does not create any employer – employee relationship & the successors or assigns of the DSA will not have any right to claim employment or any other benefit whatsoever from OXYZO other than what is stated in the Agreement. The DSA shall not represent himself/herself/themselves as official(s) of OXYZO & shall not give any commitment on behalf of OXYZO.

4. Period of Empanelment:

The Period of empanelment will be initially for -3- years from the date of the Agreement. Any party to the Agreement may by way of an exchange of letter duly acknowledged by the other party, renew the Agreement on the same terms and conditions or on such revised terms and conditions. Empanelment and termination of a DSA will be at the sole discretion of the OXYZO.

5. Fees, Expenses and Remuneration

- OXYZO will, in consideration of the Services rendered by the DSA in the capacity of a DSA under the Agreement, pay to the DSA remuneration as specified in the Agreement which would be inclusive of all taxes and levies for the original tenor of the loan agreements sourced by the DSA, at such rates as may be determined by OXYZO at its sole and absolute discretion and intimated to the DSA from time to time.
- Any closure of account post disbursal either at the instance of OXYZO or by the customer would not be considered as disbursal of the loan and accordingly would not be payable to DSA and will be adjusted against subsequent monthly payments due to DSA.
- OXYZO may, upon notice withhold payment for services due to any question that may be raised by OXYZO on any items invoiced to the OXYZO. Such non-payment shall not constitute a default or breach of the Agreement. In the event of any dispute between DSA and OXYZO with respect to the invoiced Services or other related matters, the OXYZO shall pay the undisputed amount and DSA and OXYZO shall promptly seek to resolve the disputed matters.
- In the event of any misappropriation of funds by DSA or its employee/s the said amount shall be adjusted against charges payable to DSA by OXYZO.

6. Compliance with Laws

- At all times DSA shall keep itself fully informed of all the applicable Laws, ordinances, regulations, guidelines, notifications, rules and orders of the land, in performances of the Services including procurement and renewal of licenses, permits, and certificates and payment of taxes where required.
- The DSA shall ensure to register, obtain and renew in accordance with requirement/Law, licenses (as applicable) and comply with the provisions and requirements of the relevant Labour Laws including but not limited to Minimum Wages Act, Provident Fund Act, Employees' State Insurance Act etc. and other applicable statutory acts.

7. Confidentiality

The DSA acknowledges and agrees that it is aware of the sensitivity and secrecy obligations of OXYZO in keeping the Customer information and transaction records.

CODE OF CONDUCT

The code apply to all the Direct Selling Agent (“**DSA**”) onboarded by OXYZO. The DSA and its employees / representatives must agree to abide by this code prior to undertaking any credit verification of the Customer on behalf of OXYZO. Any employees / representatives of the DSA found to be violating this code may be blacklisted and such action taken may be reported to finance@oxyzo.in from time to time by the DSA. OXYZO may consider termination or permanent blacklisting of DSA who fail to comply with this requirement.

1. TELE-CALLING A PROSPECTIVE CUSTOMER

A prospective customer may be contacted for performing credit verification only under the following circumstances:

- a) When for the purposes of its business activities, OXYZO requires certain vital and confidential information about the credit worthiness/assessment of its prospective customers and relevant details about their net worth, business interests, assets, etc., and for the said purpose OXYZO is desirous of engaging a DSA to provide the necessary required services/information to OXYZO.
- b) When the prospective customer's name/telephone no. /address was made available by OXYZO.
- c) The employees/representatives of the DSA should not call a person whose name /number is flagged in any “do not call” or any other similar flag lists made available to him/her.

2. WHEN TO CONTACT A PROSPECTIVE CUSTOMER ON TELEPHONE

Telephonic contact must normally be limited between 0700 hours and 1900 hours. However, it may be ensured that a prospective customer is contacted only when the call is not expected to inconvenience him/her. Calls made earlier or later than the prescribed time period may be placed only under the following conditions:

3. When the prospective customer has expressly authorized the DSA and its employees / representatives to do so either orally or in writing. DSA should respect the prospective customer’s privacy and his /her interest may normally be discussed only with him /her and with any other individual / family member such as prospect's accountant / secretary /spouse only when authorized to do so by the prospective customer.

4. LEAVING MESSAGES

Calls must first be placed to the prospective customer. If the prospective customer is not available, a message may be left for him /her. The aim of the message should be to get the prospective customer to return the call or to check for a convenient time to call again.

5. NO MISLEADING STATEMENTS / MISREPRESENTATIONS PERMITTED DSA AND ITS EMPLOYEES/ REPRESENTATIVES SHOULD NOT:

- a) mislead the prospective customer on any service / product offered by OXYZO.
- b) mislead the prospect about their business or organization's name, or falsely represent themselves.
- c) Make any false/unauthorized commitment on behalf of OXYZO.

6. TELEMARKETING

ETIQUETTE PRE CALL

- a. No calls prior to 0900 hours or post 1900 hours unless specifically requested.
- b. No serial dialing
- c. No calling on lists unless list is cleared by the Head of DSA.
- d. Identify yourself, your company and your principal
- e. request permission to proceed
- f. If denied permission, apologize and politely disconnect.
- g. State reason for your call
- h. Always offer to call back on landline, if call is made to a cell number
- i. Never interrupt or argue
- j. To the extent possible, talk in the language which is most comfortable to the prospective customer
- k. Keep the conversation limited to business matters
- l. Check for understanding of "Most Important Terms and Conditions" by the customer if he plans to buy the product
- m. Reconfirm next call or next visit details
- n. Provide your telephone number, your supervisor's name or the OXYZO officer's contact details if asked for by the customer.
- o. Thank the customer for his /her time

ETIQUETTE POST CALL

Provide feedback to OXYZO on customers who have not shared their consent to visit the place of the Customer for conducting credit verification.

7. GIFTS OR BRIBES

Employees /representatives of DSA must not accept gifts from prospective customers or bribes of any kind. Any employee/representative of the DSA, who is offered a bribe or payment of any kind by a customer, must report the offer to his /her management.

8. PRECAUTIONS TO BE TAKEN ON VISITS / CONTACTS

Employees/representatives of DSA should:

- a. respect personal space - maintain adequate distance from the prospective customer.
- b. not enter the prospective customer's residence /office against his /her wishes.
- c. Not visit in large numbers, i.e., not more than one employee / representative of the DSA and one supervisor, if required.
- d. Respect the prospective customer's privacy.
- e. If the prospective customer is not present and only family members /office persons are present at the time of the visit, he /she should end the visit with a request for the prospective customer to call back.
- f. Provide his /her telephone number, name of the supervisor or the concerned officer of OXYZO and contact details, if asked for by the customer; and
- g. Limit discussions with the prospective customer to the business - Maintain a professional distance.

9. OTHER IMPORTANT ASPECTS - APPEARANCE & DRESS CODE

Employees/representatives of DSA must be appropriately dressed. For men this means well ironed trousers, well ironed shirt, shirt sleeves preferably buttoned down. for women this means well ironed formal attire (saree, suit, etc.) and a well-groomed appearance. Jeans and /or T- Shirt, open sandals are not considered appropriate.

10. HANDLING OF LETTERS & OTHER COMMUNICATION

Any communication to be send to the prospective customer should be only in the mode and format approved by OXYZO.