



MANAPPURAM FINANCE LIMITED

Make Life Easy

Ref: Sec/ SE/ 101/ 2024 - 25
July 27, 2024

To

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai - 400 001
Scrip Code: 531213

National Stock Exchange of India Limited
5th Floor, Exchange Plaza
Bandra (East)
Mumbai - 400 051
Scrip Code: MANAPPURAM

Sub: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations").

Dear Sir/Madam,

Pursuant to Regulation 30 of the Listing Regulations read with Clause 20 of Para A of Part A to Schedule III of the Listing Regulations, we would like to inform you that the Reserve Bank of India ("RBI") *vide* its order and press release received by the Company on July 26, 2024, has imposed a monetary penalty on the Company on account of non-compliance with certain provisions of the RBI's Master Direction on Know Your Customer dated February 25, 2016 (as updated from time to time), in relation to the Company's business as a payment system operator.

The requisite disclosures as required under the Listing Regulations read with SEBI circular no. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2023/123 dated July 13, 2023 is attached herewith as **Annexure A**. Further, a copy of the press release issued by the RBI on July 26, 2024 is attached herewith as **Annexure B**.

The Company would like to re-iterate that the Company has taken necessary remedial measures and has put in place necessary processes and controls to strengthen its compliance framework.

Request you to kindly take the same on your record.

Thanking you

Yours Faithfully,
For Manappuram Finance Limited

Manoj Kumar V R
Company Secretary

India's First Listed and Highest Credit Rated Gold Loan Company

CIN: L65910KL1992PLC006623, Registered Office : W - 4/ 638A, Manappuram House, P.O. Valapad, Thrissur - 680 567, Kerala, India
Tel : 0487 - 3050100, 3050108 Fax : 0487 - 2399298 E mail : mail@manappuram.com Website : www.manappuram.com



Annexure - A

Sl. No.	Particulars	Comments
1.	Name of the authority	Reserve Bank of India (RBI)
2.	Nature and Details of Action taken, initiated or order(s) passed	The RBI imposed a monetary penalty of INR 41.50 lakh (Rupees Forty-One Lakh and Fifty Thousand Only) on the Company.
3.	Date of receipt of direction or order, including any ad-interim or interim orders, or any other communication from the authority	26 th July 2024.
4.	Details of the violation(s)/contravention(s) committed or alleged to be committed	Non-compliance with certain provisions of the RBI's Master Direction on Know Your Customer dated February 25, 2016 (as updated from time to time).
5.	Impact on financial, operation or other activities of the listed entity, quantifiable in monetary terms to the extent possible	Other than the monetary penalty of INR 41.50 lakh, no impact on the Company.

India's First Listed and Highest Credit Rated Gold Loan Company



संचार विभाग, केंद्रीय कार्यालय, शहीद भगत सिंह मार्ग, फोर्ट, मुंबई - 400 001

Department of Communication, Central Office, Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001 फोन/Phone: 022 - 2266 0502

July 26, 2024

RBI imposes Monetary Penalty on three Payment System Operators

The Reserve Bank of India (RBI) has imposed monetary penalty on the following two Payment System Operators (PSOs) for non-compliance with certain provisions of the [Master Direction – Know Your Customer \(KYC\) Direction, 2016 dated February 25, 2016](#) (as updated from time to time).

S.No.	Name of the PSO	Speaking Order dated	Amount of Penalty (₹ lakh)
1	Manappuram Finance Limited	July 16, 2024	41.50
2	Ola Financial Services Pvt. Ltd.	July 16, 2024	33.40

Compounding Orders were also issued to two PSOs i.e. Ola Financial Services Pvt. Ltd. and Visa Worldwide Pte. Limited, for contravention of certain provisions contained in the [Master Directions on Prepaid Payment Instruments \(PPIs\) dated August 27, 2021](#) (as updated from time to time) and [Card Not Present transactions – Relaxation in Additional Factor of Authentication for payments upto ₹2000/- for card network provided authentication solutions dated December 06, 2016](#), respectively.

S.No.	Name of the PSO	Compounding Order dated	Compounding Amount (₹ lakh)
1	Ola Financial Services Pvt. Ltd.	July 05, 2024	54.15
2	Visa Worldwide Pte. Limited	July 16, 2024	240.75

The above actions have been taken in exercise of powers vested in RBI under the provisions of Section 30 and Section 31 of the Payment and Settlement Systems Act, 2007 and are based on deficiencies in regulatory compliance and are not intended to pronounce upon the validity of any transaction or agreement entered into by the entity with its customers.

Background

Manappuram Finance Limited and Ola Financial Services Pvt. Ltd.

Both the entities were non-compliant with the directions issued by RBI on KYC requirements. Accordingly, notices were issued to the entities advising them to show cause as to why penalty should not be imposed for non-compliance with the directions. After considering their written responses and the oral submissions made during the personal hearing, RBI concluded that the aforesaid charges of non-compliance with RBI directions were substantiated and warranted imposition of monetary penalty.

Further, Ola Financial Services Pvt. Ltd. had also reported instances of shortfall in the balance in its escrow account and filed an application for compounding of the violation. After analysing the compounding application and oral submissions made during the personal hearing, RBI determined that the aforementioned contravention can be compounded.

Visa Worldwide Pte. Limited

It was observed that the entity had implemented a payment authentication solution without regulatory clearance from RBI. Accordingly, notice was issued to the entity advising it to show cause as to why penalty should not be imposed for non-compliance with the directions. The entity in its response had filed an application for compounding of the violation. After analysing the compounding application and oral submissions made during the personal hearing, RBI determined that the aforementioned contravention can be compounded.

Press Release: 2024-2025/785

(Puneet Pancholy)
Chief General Manager