

Amendments to Responsible Business Conduct Directions

Presented by:

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Brief Primer into Amendments

- 2nd Amendment
 - Issued on 15th June, 2026 and applicable from 1st Jan, 2027
 - Focuses on sale part of loan process and has been issued to ensure transaction is voluntary, informed and consent based.
- 3rd Amendment
 - Issued on 6th August, 2026 and applicable from 1st Jan, 2027
 - Focuses on recovery part of loan process and has been issued to ensures that process is not coercive, transparent and equitable.

2nd Amendment, RBC

- Unifies DSA / DMA / LSP into one definition,
- Defines mis-selling & Third-Party products – impacts not just sale but also will come into picture at time of complaint handling,
- Focuses on consent and introduces principle of “suitability and appropriateness for individual customers”
- Introduction of feedback mechanism
- Inclusion of dark pattern within RBI guidelines

3rd Amendment, RBC

- Engagement & Conduct regulations for recovery agents,
- Training requirements – from IIBF
- Fair treatment to borrowers & Disclosure of engagement of recovery agents,
- Technology based mechanism for recovery of loans,
- Periodic review, monitoring and control,
- Complaint handling

Thanks & looking
forward to
questions!