

Policy on Branch Transfer of client

Branch Transfer of client is done as per client request at per his location convenience. Branch transfer is also done for the clients as business transfer of an authorize person, branch/AP closure or RM transfer.

Email or Physical letters are sent to clients with regards to branch changes with 30 days' notice period. Notice period is given when there is branch shifting/AP closures from broker.

- **Branch to Branch Transfer:**

A request from client to change his service branch with the approval of regional head if within the region, if in between the regions then regional heads of respective region.

- **Franchisee to Branch Transfer:**

- a. **Franchisee to Branch (Due to Service issues):** Request from Branch Manager and with NOC from franchisee owner confirmed by Sales head.

- b. **Closure of Franchisee:** Approval from ASC.

- **Franchisee to Franchisee:**

- a. **Franchisee Client to other Franchisee:** Request from client to transfer to new franchisee with NOC from existing associate is required confirmed by sales head.

- b. **Closure of Franchisee:** Approval from ASC as per business term agreement.

- **Branch to Franchisee:**

The request is to be made by regional manager and is to be approved by CEO.