



## **SPANDANA**

### **Show Cause Notice**

**Date : 4/4/2026**

To,  
**Employee Name** : Arun C  
**Employee ID** : SF0095228  
**Designation** : Customer Retention Associate  
**Branch** : KLGL2326

#### **Subject : Show Cause Notice**

Dear Arun C,

With reference to the complaint number DC-FY-2026-00384 which has been reported on 01/04/2026.

It has been reported that due care is not taken by you while discharging your job responsibilities. An allegation of Policy Violation against Code of Conduct, Using own / relatives' bank account for routing customer's EMI payment under Non-Financial misconduct has been made against you. It has been found that

During the general audit it has been observed that you haven't followed the loan Collection process i.e., Digital Payments (EWI amount) collected by your Personal Account.

You are hereby informed that any deviation on the part of any official of the Company while discharging the official responsibilities or any other deviation from the Company policies during the same is serious misconduct as per the policy and procedures of the Company.

The above act of yours if proven will amount to serious misconduct on your part and gross violation of the Company's Disciplinary policy & procedures and attract serious disciplinary actions.

Given the above you are asked to explain/reply through the mail id or the mobile number which was registered as per the company records, if any, within 48 hours from day of receipt of this show cause notice that why disciplinary action should not be taken against you as per the policy of the Company, failing to which the Company will proceed in the matter as per the records available, on the presumption that you have no explanation and have accepted the above alleged charges.

**For Spandana Sphoorty Financial Limited**  
**Authorized Signatory**

**Ranjeeta Gupta**  
**Vice President (Human Resources)**

From

ARUN.C

Mannarkkad Branch

EMP ID :- SF0095228

TO,

NIKHIL K MADAN

SHR - Kerala

Subject: Explanation For the show cause notice DC-FY-2026 00384

Dear Sir,

I would like to submit my explanation regarding the show cause notice issued to me.

I am aware of the Company Policy that payment from borrowers should be collected only through the official Payment link/QR code and not through any personal account. But the customer is an issue member, so despite sending the company's QR code to the customer many times, he has not responded. The customer transferred the amount to my phone account without my knowledge.

Despite going to the customer house several times, it was not possible to meet him. Meeting can only be held at the customer place of work. Moreover, the customer only intimidated him after making the payment.

I understand my mistake and promise not to do it again in the future. I will ensure that borrowers are properly guided and all further payment will be accepted only from the company's account

Kindly consider my explanation and take a lenient view in this matter

Date: 07/04/2026

Place: Mannarkkad

Yours Faithfully

Arun C