

Fair Practice Code

India - Nomura Fixed Income Securities Limited

Sections

1.	Preamble	1
2.	Background	1
3.	Grievance Redressal Officer	1

STRICTLY PRIVATE AND CONFIDENTIAL

Copyright © 2025 Nomura

This document is the sole property of Nomura. No part of this document may be reproduced in any form or by any means – electronic, mechanical, photocopying, recording or otherwise – without the prior written permission of Nomura.

This code is issued pursuant to Nomura Fixed Income Securities Limited's registration with Reserve Bank India as Non Banking Finance Company (the "Company" or "NBFC")

Reference RBI Master Directions for NBFCs-ND-SI with respect to –Fair Practices Code and any guidelines issued from time to time.

1. Preamble

The Reserve Bank of India (RBI) has directed the NBFCs to frame a Fair Practices Code in dealing with customers. Nomura Fixed Income Securities Limited ('the Company') is a NBFC registered with Department of Non Banking Supervision (DNBS) of the RBI and is licensed by the Internal Debt Management Department (IDMD) of the RBI to carry on Primary Dealership (PD) business.

2. Background

Given that the master directions issued by RBI prohibits PDs from investing in any unrated paper or lending in ICD market, the Company would ensure the following, should it be permitted to undertake lending activities in future.

- The rates of interest will be sustainable and conforming to normal financial practice.
- The terms and conditions will be guided by the Fair Practices Code about transparency.
- The customer will be treated fairly and equitably in the matters of security release, sharing of legal agreements, other charges etc.

Whilst NFIS being Primary dealer, does not carry out lending activities, it has customer interface only limited to offering FX products to FPIs whilst other relationships are in the nature of trading counterparties while dealing with them for trading Government securities, corporate bonds, interest rate swaps, etc.

3. Grievance Redressal Officer

The Grievance Redressal Officer can be approached by the complainant for resolution of complaints against NFIS.

Mr. Ravi Sureka

Executive Director – Head of Compliance

Direct: +91 22 403 74030

Board: + 91 22 4037 4037

Fax: +91 22 4037 4111

Mobile: +9186570 06255

Email id: ravi.sureka@nomura.com

NFIS endeavors to resolve all complaints at the earliest possible and in accordance with the Client Complaint policy & procedure. If the complaint is not redressed within a period of one (1) month, the complainant may appeal to the following Officer-in-Charge of the Regional Office of DNBS of RBI.

Officer-in-Charge

Reserve Bank of India
Department of Non-Banking Supervision,
Mumbai Regional Office
3rd Floor, Reserve Bank of India
Opp. Mumbai Central Railway Station
Byculla, Mumbai - 400 008

Tel: 022-2308 4121/2302 8436
Fax: 022-2302 2011

Version History

Version	Release date	Description	Author / Reviewer	Approver
2.1	Sep 2012	Updated policy	India Compliance	
3.1	Feb 2014	Annual review	India Compliance	
3.2	Mar 2015	Annual review	India Compliance	
3.3	Jun 2016	Annual review	India Compliance	
3.4	Dec 2017	Annual review	/ Pratiksha Tondwalkar/ Jyoti Tandon	Sanjeet Singh
3.5	Jan 2019	Annual review	Pratiksha Tondwalkar/ Jyoti Tandon	Sanjeet Singh
3.6	Mar 2020	Annual Review	Pratiksha Tondwalkar/ Atul Agrawal	Sanjeet Singh
3.7	Mar 2021	Annual Review	Pratiksha Tondwalkar/ Atul Agrawal	Sanjeet Singh
3.8	Mar 2022	Annual Review	Atul Agrawal	Sanjeet Singh
4.0	June 2023	Annual Review	Indranil Chakravorty, Pratiksha Tondwalkar/ Prashant Pangam	Ravi Sureka
5.0	Oct 2023	GRO details updated	India Compliance	Ravi Sureka
5.1	Dec 2024	Annual Review	India Compliance	Pratiksha Tondwalkar