KHEPEE

LEGAL DOCUMENT

Borrower Rights Charter

What every borrower is entitled to expect — written for borrowers rather than for institutions, and enforceable through the grievance process.

Publisher	Lacspace Corporation Pvt. Ltd.
Version	1.0
Published	2026-07-30
Last updated	2026-07-30
Status	Takes effect at launch
Sections	7
Clauses	44
Source	khepee.com/legal/borrower-rights

NOT YET IN FORCE

This document is published for review and does not yet bind anyone. It commences on the date the Khepee lending service goes live with a licensed partner institution, and that date will be recorded here when it is set.

IN PLAIN LANGUAGE

- You have the right to know who is lending to you, by name.
- You have the right to see the total cost before you commit.
- You have the right to a reason if you are refused.
- You have the right not to be pressured through your contacts or family.
- You have the right to complain, and to escalate to Nepal Rastra Bank.

This summary is provided to aid understanding. It is not a substitute for the formal text, which governs.

> Khepee is a technology service provider operated by Lacspace Corporation Pvt. Ltd. It is not a bank or financial institution. It does not lend, does not accept deposits and does not hold customer funds. Lending products are provided by partner institutions licensed by Nepal Rastra Bank, and all credit decisions are theirs.

Contents

1 Before you borrow

1.1 To know your lender
You are entitled to the name of the licensed institution lending to you, before you accept. An app name is not a lender name.

1.2 To know who is not lending
Khepee is software. It is not your lender, does not decide your application and is not a party to your loan agreement.

1.3 To see the total cost
The interest rate, every fee and the total amount repayable, before you commit — not after.

1.4 To see the full schedule
Every instalment, its amount and its due date, before you accept.

1.5 To know the consequences of late payment
Any penalty and its effect, stated plainly in advance.

1.6 To understand what data is taken
What is collected, why, who can see it and how long it is kept.

1.7 To take your time
To read the agreement before accepting, without pressure or a countdown designed to rush you.

1.8 To decline
To walk away at any point before acceptance, with no consequence and no obligation.

2 During your application

2.1 To a human decision
No application is refused by automated processing alone. A person at the lending institution decides.

2.2 To a reason if refused
A reason is recorded for every refusal, and you may ask your lender for it.

2.3 To apply again
A refusal does not bar you from applying again later.

2.4 To see your status
To know the real state of your application — identity check, assessment, decision — rather than a silent wait.

2.5 To correct your information
To have inaccurate personal information corrected.

2.6 To equal treatment
The credit policy is applied identically regardless of who handles your file. Data on caste, ethnicity, religion and political opinion is not collected and has no role in any decision.

3 Your data

3.1 **To purpose limitation**
Data collected for lending is used only for lending. Every staff access declares a purpose and is recorded.

3.2 **To know who looked**
You may ask who accessed your personal data and for what stated purpose. The record exists and cannot be edited.

3.3 **To secure storage**
Your documents are encrypted and never publicly accessible on the internet.

3.4 **To a copy**
To request a copy of the personal data held about you.

3.5 **To deletion, within limits**
To request deletion, subject to retention periods your lender is legally required to observe.

3.6 **Not to be profiled for other purposes**
Your data is not used to develop or market unrelated products, and is not sold.

3.7 **To phone privacy**
The app does not request access to your contacts, location or photo library, and those permissions are blocked at the platform level.

4 While repaying

4.1 **To see your schedule**
Your instalments, what is paid and what remains, at any time.

4.2 **To accurate records**
Payments recorded promptly and correctly, with a discrepancy corrected when you raise it.

4.3 **To reminders, not surprises**
Notice ahead of a due date rather than a penalty as the first communication.

4.4 **To settle early**
To repay early, on the terms in your loan agreement.

4.5 **To be heard in hardship**
If illness, bereavement or loss of income affects your ability to pay, to have that recorded and considered rather than ignored.

5 If you fall behind

These are the protections that matter most, because this is where digital lending has caused the most harm elsewhere in the region.

5.1 **To dignity**
To be treated respectfully. No threats, no intimidation, no public shaming.

5.2 **To privacy from your contacts**
Your arrears must not be disclosed to your family, employer, neighbours or contacts. The platform cannot access your contacts at all.

5.3 **To limited contact**
Contact frequency and permitted hours are bounded by configuration, not left to individual discretion.

5.4 **To honest communication**
No false claims of legal action, and no one presenting themselves as police or a court official.

5.5 **To a record**
Every contact is logged, so conduct can be checked rather than argued about.

5.6 **To recover**
A loan in arrears that resumes payment returns to good standing. The system supports recovery, not just escalation.

5.7 **To report misconduct**
To report conduct contrary to the Code of Conduct to your lender, to grievance@khepee.com and to the regulator.

6 Protecting yourself

6.1 **Never share your one-time code**
No legitimate lender and no Khepee employee will ever ask for it. Anyone who does is trying to take over your account.

6.2 **Never pay before disbursement**
A demand for a fee to "release" your loan is fraud. Do not pay.

6.3 **Check the app**
Install only from official app stores. Be wary of applications distributed by direct download.

6.4 **Be wary of contact demands**
Any lending app demanding your contacts, photographs or location is engaging in conduct we regard as abusive. Report it.

6.5 **Keep your agreement**
Keep a copy of your loan agreement and schedule. Where the app and the agreement differ, the agreement governs.

6.6 **Ask before you sign**
If anything is unclear, ask your lender before accepting. A lender unwilling to explain is a warning sign.

7 Enforcing these rights

7.1 **Start with your lender**
They are your creditor and can change the things that matter most.

7.2 **Platform issues to us**
grievance@khepee.com for the app, the process or our handling of your data.

7.3 **Timeframes**
We acknowledge within seven days and aim to resolve within thirty.

7.4 **Escalate to the regulator**
Nepal Rastra Bank operates a grievance mechanism for customers of licensed institutions.

7.5 **This charter is not a contract**
It states standards we hold ourselves and our partners to. Your legal rights come from your loan agreement and from Nepali law, and nothing here reduces them.

Document control

Published by Lacspace Corporation Pvt. Ltd., Kathmandu, Nepal. Version 1.0, published 2026-07-30, last updated 2026-07-30. Status: Takes effect at launch. This document is published for review and does not yet bind anyone. It commences on the date the Khepee lending service goes live with a licensed partner institution, and that date will be recorded here when it is set. The authoritative version is published at khepee.com/legal/borrower-rights and prevails over any printed or downloaded copy.

Khepee is a technology service provider operated by Lacspace Corporation Pvt. Ltd. It is not a bank or financial institution. It does not lend, does not accept deposits and does not hold customer funds. Lending products are provided by partner institutions licensed by Nepal Rastra Bank, and all credit decisions are theirs.

This document is published in English. Any translation is provided for convenience only; the English version governs in the event of inconsistency. This document is provided in good faith and does not constitute legal advice.