



# Liberating Micro-Finance Institutions from paperwork

---

---

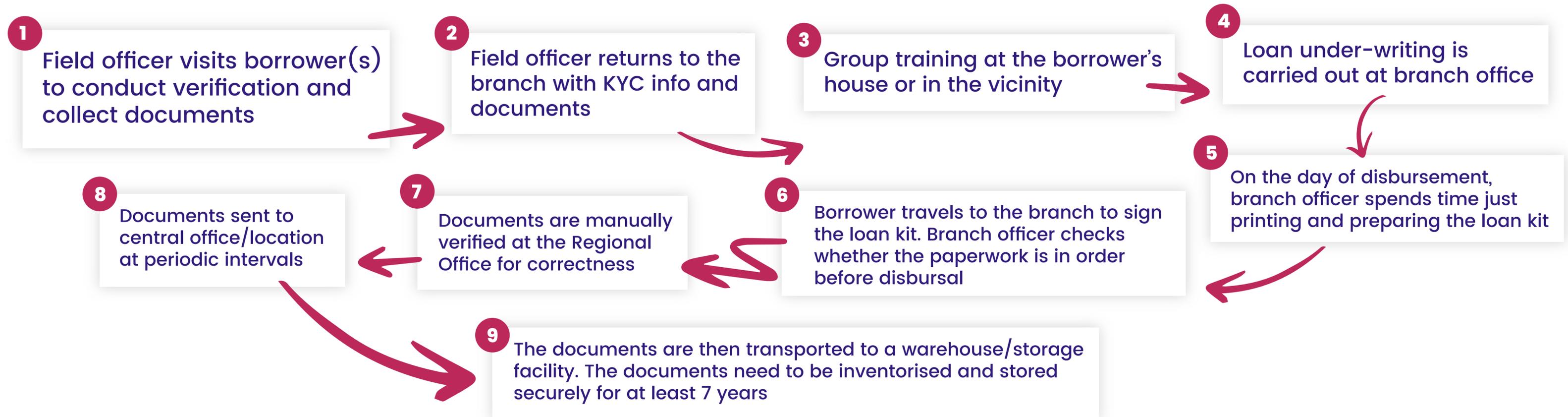


# Paperwork is extremely important to secure your legal rights



**But PHYSICAL paperwork is a nightmare with severe business implications for MFIs in India**

# The branch led paperwork process is time-consuming and painful



Arohan would suffer a loss of around 350+ man-days on the day of disbursement across our 720 branches - because one person would require half a day to print all these documents and keep them ready before the customer arrives at the branch.



- Arvind Murarka,  
SVP & Head - IT  
@ Arohan Financial

# The BC led paperwork process is time-consuming and painful



[With paper] there was an increase in the average turnaround time, and then obviously the cost also. You have to take multiple pages of agreement, print it, get it signed, then re-scan. And then, in the process – if any paper is missed out – the paper trail goes blank there



– L Murty, CEO  
Dvara KGFS

# This physical paperwork process COSTS your business in a number of ways



## Compliance issues in RBI audits

- Physical paperwork gets easily damaged
- Chance of losing documents
- Manually filled and signed documents are prone to errors
- Retrieving documents required in an audit is a nightmare



## Delayed disbursements

- Physical paperwork is prone to mistakes. Even one mistake means redoing the entire process
- Coordination with borrowers to meet them to sign – delays disbursements
- Manual verification of documents – delays disbursements



## HIGH costs

- Transportation costs
- Warehousing/storage costs
- Printing costs



## Makes your teams unproductive

- Field officer has to carry voluminous documents on the field
- Branch officers have to spend time and effort doing paperwork
- Teams can't focus on actual tasks like originations, collections and service
- Inefficient paperwork processes adds to workload leading to higher attrition



## Bad customer experience

- Borrowers have to travel a long distance and lose out on daily wages to come sign documents
- Borrowers receive loans much slower

# With Leegality's paperless tools, you can transform this journey into a fast, simple 3 step process

01

Agreement auto-populated from LOS/LMS through Leegality Template Engine.

02

CRE/BC gets agreement eSigned by Borrowers (remotely if necessary)  
Face/Geo-location/Fingerprint Capture possible.

03

Signed agreement & audit trail immediately sent to your LOS/LMS system - **accessible to Branch Office instantly.**

The best part about Leegality is that it is very easy and simple to use. Even my wealth manager – who is the interface between the organization and the customer – finds it easy to use the platform. [For our customers,] it's a small box where the customer can just put their signature and it would be automatically affixed on all pages while maintaining the formatting of the documents. Everything is clearly visible and easy for customers who did not know how to sign.



– L Murty, CEO  
Dvara KGFS

# Leegality's Document Infrastructure is tailor-made for the unique operational need of MFIs.

Here's a snapshot of our category-defining features



## Prevent signature fraud

With eSign verification, GPS and Face Capture you can make sure the right person is signing always



## Template auto populate and lock

Populate your documents directly from your data hubs. Remove discretion from your field officers and prevent blank form signing



## Local Language Support

We provide signing instructions AND templates in local languages for all your documents, so that your customers feel comfortable even in a digital journey.



## Automated signing for your signatories

Your authorised signatories don't have to spend time and effort signing hundreds of documents



## Multiple PDF Merge with 15MB file size

Digitise your entire loan kit in an easy and smooth way



## Compliance and Security

With Secure Audit Trail and GPS and Face Capture – safeguard journeys from fraud, be audit ready and keep your compliance team happy



## 100% Business Continuity

Your business should never stop. That's why we have 3 eSign connections to ensure that backups kick in seamlessly



## Fingerprint eSign

Offer borrowers who don't know how to sign the option to affix their fingerprint electronically



## Complete Visibility

Keep track of executed documents centrally and directly store them in your LOS/LMS systems

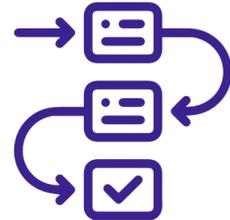
# Leegality X Factor

With Leegality, your MFI can go live AT SCALE very fast



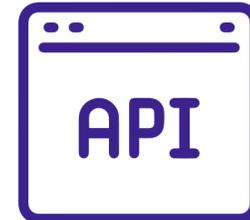
## Leegality Dashboard

Business teams themselves can centrally manage workflows, track paperwork journeys, send reminders, generate MIS reports and more.



## Smart Workflows

With Smart Workflow, business teams can configure and save the entire document journey in a repeatable workflow using just a mouse and keyboard.



## Easy APIs

Our Smart APIs require minimal tech bandwidth and can be integrated with your LOS/LMS systems in less than 20 days.



## Round the clock support

Our mission is to help you meet your go-live schedule and provide daily usage assistance - Dedicated account managers and round-the-clock Mobile+Whatsapp support

Leegality is extremely flexible and the product is easy to use. Once we started working on it, the process became very quick and its adoption was scaled across all the branches of Arohan very quickly.



- Arvind Murarka,  
SVP & Head - IT  
@ Arohan Financial

# Leegality's Document Infrastructure is built for rural borrowers

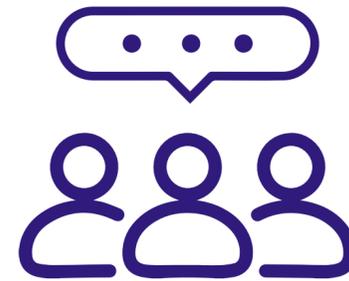
Digital solutions don't work unless they work for YOUR customers



**96-98% completion rate**  
by MFI borrowers for  
digital agreement  
journeys with  
Leegality



**Leegality is optimized**  
for low bandwidth  
network connections



**Leegality supports**  
local language templates  
for all your agreements



**Multiple customers can affix**  
their eSigns through the same  
family smartphone

# Our 2 blockbuster new features - built for on-ground impact for MFIs

## Indian Language Signing Flows

- ✓ Signing flows in local languages
- ✓ eSign consent in local languages
- ✓ Agreements in local languages



कृपया अपनी पहचान की पुष्टि करें

✓ वन टाइम पासवर्ड आपके संपर्क को भेज दिया गया है।

✉ shubhaish@leegality.com

123 OTP दर्ज करें

OTP की समय सीमा समाप्त होने में 46 सेकंड हैं

आगे बढ़ने पर, मैं सेवा की शर्तों और गोपनीयता नीति से सहमत हूँ

पहले से ही एक लीगलिटी उपयोगकर्ता हैं? इसके बजाय पासवर्ड से लॉग इन करें

हमारे द्वारा ऑफ़र की जाने वाली भाषाएं:

< English বাংলা ଚଁତ୍ରୁଡ଼ ଓଡ଼ିଆ हिन्दी മലയാളം ગુજરાતી >

## Fingerprint eSign

Collect e-signatures from customers who don't know how to sign. With Fingerprint eSign, your customers can sign any document electronically, by using just their fingerprints.



Customer or agent connects MANTRA biometric device to laptop/tablet

Customer imprints fingerprint on the biometric device

Leegality captures the fingerprint and affixes it on the document digitally to eSign it

# The Rol of digitising paperwork with Leegality

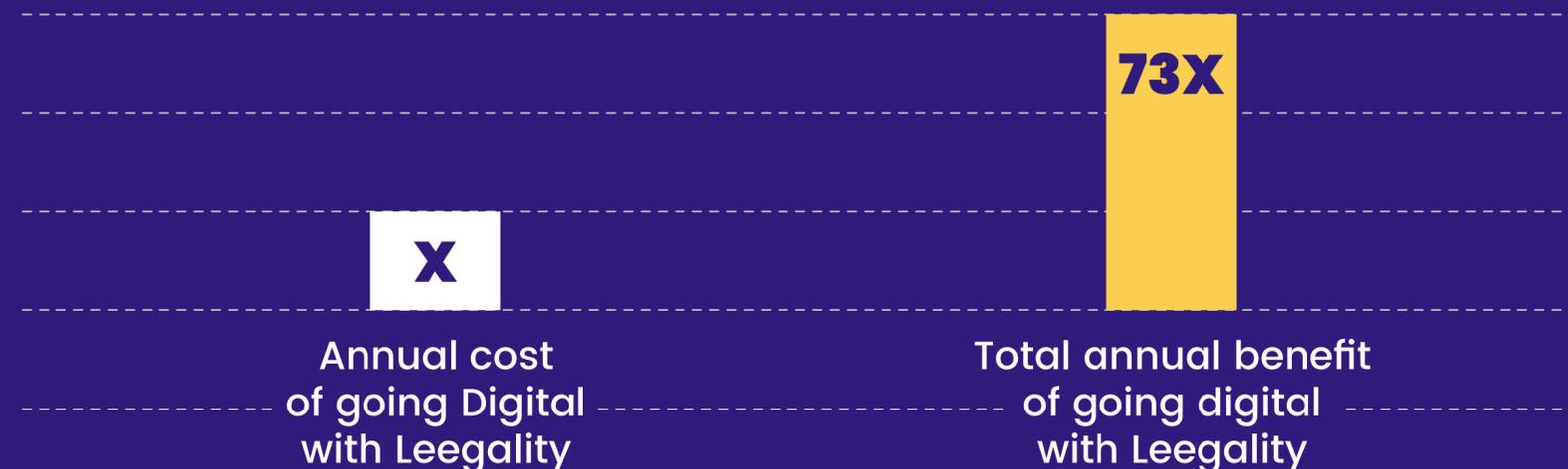
We conducted detailed research with 2 of our clients. The results speak for themselves:

## For an MFI with 2000 Cr+ AUM



For every ₹1 invested in Leegality, they got a return of ₹20

## For an MFI with 500 Cr+ AUM



For every ₹1 invested in Leegality, they got a return of ₹73

# The True Rol of using Leegality goes beyond cost saving

## Pre-Leegality



### Prone to fraud and mistakes

Retrieving documents is hard and physical paperwork is prone to fraud and damage.



### High TAT and slower disbursals

documents would take days to get signed, which delays disbursals



### Painful for customers

Slower disbursals and customers had to miss out on wages to travel



### Low productivity

Employees had to devote significant time in printing and organising loan documentation

## Post-Leegality



### Be audit ready always

Easy retrieval and fraud proof process



### Low TAT and faster disbursals

documents get signed in minutes leading to faster disbursals



### Happier customers

Faster disbursals and no travelling



### Increased productivity

Employees can now focus on core tasks like origination, customer service, collections etc

# Top Indian MFIs are already using Leegality



**FORTUNE CREDIT**  
Licensed Money Lender Since 2010



**ANNAPURNA FINANCE**  
GROWING TOGETHER



**BHARAT**  
Financial Inclusion Ltd  
Prayaas se pragati

A 100% subsidiary of IndusInd Bank Limited



**NAMRA FINANCE**  
Wholly Owned Subsidiary of Arman Financial Services Ltd



## Pre-Integrated with major LOS/LMS platforms in the MFI ecosystem





# Build and test a Document Flow for free

**GIVE US A CALL @ [+\(91\)11411 70704](tel:+911141170704)  
OR  
write to us @ [enquiry@leegality.com](mailto:enquiry@leegality.com)**

## **OUR EXPERTS WILL**

- Discuss your use case in detail
- Help you create a customized document flow
- Share a testing account

[www.leegality.com](http://www.leegality.com)