

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

(As approved by the Board of Directors of the Company effective from 1stOctober, 2019)

The Most Important Terms and Conditions (MITC) of loan between the borrower and Nanayasurabhi Affordable Housing Finance Limited (hereinafter referred as NHFL) are agreed upon and mentioned below:

1. a) Loan amount: Rs. _____
- b) Type & Purpose of Loan: HL/ PML
 - i. Home Loan for house construction/ purchase
 - ii. Repair & Renovation
 - iii. Home Extension Loan
 - iv. Property Mortgage Loan
- c) Rate of Interest: Minimum of 12% to Maximum of 16% for HL /
Maximum of 18% for PML (floating rate)
- d) Tenure of the Loan (In months):
- e) Instalment type: Monthly. EMI (Instalment Amount):
Rs. Date of reset of interest:

Interest Rate Reset Revision (RRR) Cycle is quarter of English Calendar year beginning from first day of January, April, July, and October of each year. RRR will be reset on the first day of the quarter following the month in which the RRR is changed. This will be applicable to loans on floating rate of interest.

Modes of Communication of changes in interest rate:

Any change in RRR would be duly communicated to the borrower at the contact details provided by the borrower to NHFL through SMS/ E-mail/ Courier or any other mode prevalent.

2. Loan Tenor: (in months):
(NHFL provides for a maximum repayment period of 15 years for Housing Loans and 7 years for PMLs, subject to the credit assessment & policy of the Company.)

3. Details of Prime Security for the Loan: (Mention details of the property to be mortgaged as security for the loan): *

***(• The borrower shall bear all the charges payable for the creation of said security and shall take all the steps required for the perfection thereof.**

4. Collateral Security (Mention the details of other Collateral securities, if any):

5. Guarantee (Mention the name of the guarantors):

6. Insurance of the Property/Borrowers:

- i. The Borrower shall keep all properties under security insured with comprehensive insurance policy which is at least equivalent to the loan outstanding at any point of time during the pendency of the loan and NHFL will be the sole beneficiary under said policy/ policies till the outstanding under the loan facility is fully repaid/closed.

- ii. The borrower will also be covered under Personal Accident Insurance against death due to accident or loss of limbs etc during the Loan tenor period.**

****Cost of Insurance premium for both i & ii above will be met by Borrower**

7. FEE & OTHER CHARGES:

- a. Processing fee:----- of the Loan amount Sanctioned plus GST.
- b. CIBIL & CRIF High Mark charges (for verification of financial details of Borrowers) - Rs + GST per report will be collected at the time of submitting the loan application.
- c. CERSAI Charges: Rs + GST of loan amount Up to Rs 5,00,000/- & Rs +GST above loan amount of rs 5,00,000/-
- d. Documentation and Inspection charges : Rs + GST.
- e. Pre-payment charges: The customers at any time during the tenor of the loan can make part payments or pre close the loan. NHFL does not levy any pre payment or foreclosure charges for loans under floating interest rate option.
- f. Recovery Visit: Rs. /- Subject to the Maximum of Rs. /- Per year.
- g. Cheque/ECS/NACH bouncing charges - Rs + GST in the first instance and will be levied at higher rate for such subsequent returns/defaults subject to a maximum levy of Rs. +GST
- h. Legal Fees and Valuation fees will be borne by the applicant.
- i. Penalty for late payment of dues: 2% extra per month above the applicable interest rate on the overdue amount will be levied.
- j. Document retrieval charges: Rs / to be paid by the borrower on closure of the loan.

Conditions for Disbursement of the Loan:

- a. As per the conditions mentioned in Sanction Letter and Loan Agreement.
- b. Subject to Legal, Technical & Credit clearance.
- c. Submission of all relevant documents as mentioned by NHFL in the sanction letter / Loan Agreement.
- d. Payment of own contribution by the Borrower (total cost of construction / house less the loan amount),as specified in the sanction letter.
- e. The construction is being undertaken as per the approved plans.
- f. Undertaking by the customer to regularly provide NHFL information, including details regarding progress / delay in construction, any major damage to the property, change in
in
- g. employment/ contact details, non-payment of taxes pertaining to property, etc.
- h. All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale.

8. Recovery of Over Dues:

- a. When there is a delay in repayments, the customers would be contacted for repayments of overdue and NHFL follows the normal recovery principles when interacting with overdue customers:
- b. Telephone/Personal Contacts, Persuasion and follow up for recovery of instalments and interest due
- c. Enforcement of securities as per the provisions of SARFAESI Act

Recovery through other legal methods

- a. Customers are encouraged to visit NHFL branches and make the repayment when the regular EMI is missed /bounced.
- b. Recovery work will be handled by NHFL's own staff. For all collections by cash, immediate cash receipts would be issued.
- c. Identity and authority to represent NHFL will be made known to the customer at the first instance.
- d. Customer's privacy will be respected.
- e. Interaction with the customer will be in a civil manner.
- f. NHFL Staff will contact customers between 08:00 hrs and 19:00 hrs, unless the special circumstances of the customer's business or occupation require otherwise.
- g. All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.

9. OTHER GENERAL INFORMATION

Working Hours: Monday to Saturday: 10 AM to 5 PM. All Sundays are Holidays.

Customers are requested to contact the Branch Manager during working hours for any clarifications/guidance.

The Loan sanction order is valid for 60 days from the date of sanction.

Repayment of EMI commences from succeeding month in which the final disbursement is made. Till the loan is fully disbursed only interest is payable every month by the borrower on the outstanding amount disbursed (PEMI).

In case of construction, the EMI will commence succeeding the month of completion of construction.

Instalments should be paid on or before the last working day of each calendar month.

10. GRIEVANCE REDRESSAL MECHANISM

Branch Manager of the concerned NHFL branch to resolve the complaint within 7 working days from the date of receipt of the complaint

If the customer is not satisfied with the reply given by the branch manager or the complaint is against the branch manager, the complainant may take up with :

Nanayasurabhi Affordable Housing Finance Limited, H.O,
Surabhiagam, No 15, Karunya Garden, 12th Cross, Renganagar Extn,
Uyyakondan Thirumalai, Vayalur Road, Tiruchirappalli - 620102, Tamilnadu,
India. Phone: 0431-2782220, (+91) 89402 32228 (HO)

NHFL H.O will resolve the complaint within 30 working days from the date of receipt of the complaint and send a suitable reply to the complainant.

If the customer is not satisfied with the reply given by the Company, the complainant may send the complaint to:

The General Manager,

National Housing Bank

Grievance Redressal department (GRD)

CR Cell, 4th floor, Core 5A, India habitat Centre

Lodhi Road, New Delhi - 110 003

Website: <https://grids.nhbonline.org.in>

Accepted as above:

Signature of the Applicant Signature of the Co-applicant(s)

Signature of the Guarantor(s)

For and on behalf of Nanayasurabhi Affordable Housing Finance Limited

(Authorized Signatory)

(Note: One copy to be handed over to the applicants and another to be kept in file for records)

SCHEDULE OF CHARGES FOR HL & PML Loan
w.e.f 01.04.2022

SL NO	DETAILS HEADS	CHARGES	REMARKS
01	Login fees	Rs 424 + GST Total Rs 500	
02	Processing Fee	Up to 10 Lakhs 01.50% +GST on loan amount Above 10 Lakhs 2.00% +GST on loan amount	
03	Documentation	Up to 5 Lakhs Rs 2,000+GST 5 Lakhs to 10 Lakhs Rs 3,000+GST Above 10 Lakhs Rs 5,000+GST	
04	Credit report (CIR)	Rs 150/- + GST	
05	CERSAI search & registration	Up to 5 Lakhs Rs 250/- +GST Above 5 Lakhs Rs 500/- + GST	
06	Further EC	Rs.250 +GST	
07	Cheque Bounce	1 st Bounce Rs 500+GST Subsequent bounce Rs 750 +GST	
08	Penal interest	2% on EMI for no of days defaulted	
09	Copy of property related Documents	Rs 500/- +GST	
10	Field Visit for recovery	Rs 250/-+GST /visit	
11	Pre closure charges	No charges	
12	Insurance 1. Personal Accident 2. Property	Actual premium	Optional
13	Custodian	First 30 days no charge, after 30 days Rs 500 + GST/per month	
14	Loan Statement	1 st time free of cost. Subsequent issue Rs500+GST	
15	Release of MODTD	Rs 500 + GST	
16	Postal Charges (if Any)	Actual	