

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

(For Individual Housing Loan / Non-Housing Loan)

Major Terms and Conditions of the Housing/ Non-Housing loan agreed to between _____ (the borrower) and the AADHAR HOUSING FINANCE LIMITED. are as under:

1. Loan :

Sanctioned Amount : Rs. _____ /

2. Interest

- (i) Type (Fixed or Floating or Dual/Special Rate) :
- (ii) Interest Chargeable AHFL RPLR +/- _____ % p. a. = _____ % p. a.
As on the date of execution of this Agreement AHFL RPLR is _____ %
- (iii) Moratorium or Subsidy :
- (iv) Date of reset of Interest :
- (v) Modes of communication of changes in Interest rate : Via letters / mail(s)/ SMS

3. Installment Types : Monthly

4. Loan Tenure : << In Years >>

5. Purpose of Loan :

6. Fees and Other Charges :

Please refer : Tariff Schedule enclosed herewith in page no.4

Note : Changes as effected on above tariff schedule would be displayed on AHFL website and also displayed on our Branch Notice Boards, Similarly the changes effected if nay in our Conversion scheme, would be available with our Branches.

7. Security / Collateral for the Loan

- Mortgage : _____
- Guarantee : _____
- Other Security : _____

8. Insurance of the Property/ Borrowers

Customer is advised to collect copy of Insurance Policy which contains the features of the insurance policy: **Annexure 2.**

9. Conditions for Disbursement of the Loan:

Conditions to be fulfilled as indicated in the loan sanction letter accepted.

10. Repayment of Loan & Interest:

The EMI For your loan is INR _____ - ____ Years EMI = _____

The EMI due date is 1st day of the next month after full disbursement

Number of Installments to be paid are _____ Months

The changes in interest rate/ EMI/ loan tenure would be communicated via letters and/or mail(s)/sms before any such implementation and would be displayed on the website of AHFL.

1) _____ 2) _____

(Signature or thumb impression of the Borrower/s)

11. Brief procedure to be followed for Recovery of overdues:

- i. Telecalling to the Borrower / Co-Borrower after dishonour of mandate for ECS / ACH /Auto Debit or bouncing of cheques.
- ii. Field visit / Joint Visit by Collection Officer / representative or Branch Manager at the address of the Borrower /Co-Borrower /Guarantor.
- iii. In event of default and declaration of a loan account as NPA or Chronic case, Loan Recall Notice and Legal Notice will be sent through Advocate to initiate Legal action u/s 138 of Negotiable Instruments Act and /or SARFAESI are initiated on case to case basis for loan recovery.

12. Date on which annual outstanding balance statement will be issued

Based on customers request, the annual outstanding balance statement will be issued after 30th April, for the last financial year. Within 7 working days from date of request.

13. Customer Services :

- a) Visiting Hours at office / Branch
Monday to Friday 9:30 AM to 6:30 PM
Saturday 9:30 AM to 2 PM (Closed on 2nd Saturday of the Month)
- b) Detail of Person to be contacted for customer service: In case of queries related to your loan account, you may contact **Customer Service Officer / Accounts Officer /Operations Officer** or by calling on _____
- c) Procedure to obtain following including timeline therefore:

I. Statement Of Accounts (SOA) / IT Certificate/ Amortisation Schedule.

SOA/ IT certificate / Amortisation Schedule are provided on request within 7 working days .

II. Copy of Title Documents

The copy of title documents are provided within 15 working days on request on chargeable basis as prescribed in Charges Sheet mentioned above.

III. Prepayment and return of documents upon closure of loan

The process for prepayment to be initiated through written request via letter at the branch .The procedure for returning original documents on closure will require 15 working days after realization of payment and completion of required formalities.

NOTE: We will not issue (foreclosure) or accept any payment (part or full) after 25th of the month. All payment received after 25th will be considered in the subsequent month on issuance of fresh foreclosure letter for the same month.

1) _____ 2) _____

(Signature or thumb impression of the Borrower/s)

14. Grievance Redressal:

Aadhar Housing Finance Ltd. (AHFL) strives to provide quality services & make the customer satisfied within the framework of the Regulatory norms, Board/Top Management approved policies, processes & procedures.

AHFL operates in a decentralized manner wherein, each branch is under the control of Branch Manager/Branch In-charge, who will report to Cluster Manager & then to Regional Business Head, who in turn reports to Corporate Office respective functional heads. Hence, customers may normally approach branches for their grievances/complaint redressal or to the Corporate Office, Mumbai.

In case of any grievance or a complaint relating to any services/charges of AHFL, the customer can lodge a complaint & approach the Branch Manager/In-charge of the Branch at the respective location, where he/she has availed his/her housing loan & account is maintained and register the complaint either by way of a Letter addressed to the Branch Manager at the address given in the loan sanction letter or visit the branch office personally and make an entry of the complaint/ grievance in the Complaint Register maintained by the Branch. The customer shall be responded within a period of 7 days from the date of receipt of complaint by the Branch, to resolve the issues.

In case, the response given by Branch is unsatisfactory, dissatisfied or did not receive any response from the Branch within the above time-limit, the customer can escalate his/her complaint/grievance to the Corporate office at Mumbai, either by way of a Letter addressed to the Customer Care Officer or Principal Officer of AHFL at the address or by e-mail send to the address given below:-

The Customer Care Officer,
Aadhar Housing Finance Ltd.,
Corp. Office, No. 201, 2nd Floor, Raheja Point-1,
Nehru Road, Vakola, Santacruz (East),
Mumbai Pin – 400055, Maharashtra State.
Email ID:- customercare@aadharhousing.com.

After examining the complaint/grievance received, we shall send to the customer a final response or explain why it needs more time to respond and shall endeavour to send a detailed reply or intimation within a period of 30 days from the date of receipt of complaint at the Corporate Office of the company.

In case the response is unsatisfactory or dissatisfied with the response received or did not receive any response from the company within the above said time-limit (ie. 30 days), the customer may approach the Complaint Redressal Cell of National Housing Bank (NHB) for HFCs, by lodging the customer complaints in online mode at the link: <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at NHB website link: <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf>, send to the following address:-

To Complaint Redressal Cell,
Department of Regulation and Supervision,
National Housing Bank (NHB),
4th Floor, Core 5-A, India Habitat Centre,
Lodhi Road, New Delhi – 110003.
Email : rcell@nhb.org.in

It is hereby agreed that for detail terms and conditions of the Loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/to be executed by them.

The above terms and conditions have been read by the borrower /s / read over to the borrower by Shri/Smt./km _____ of the Company and have been understood by the borrower/s.

1)

2)

(Signature or thumb impression of the Borrower/s)

(Signature of the authorized person of AHFL)