

benefit to the customer on part payment and to save interest in case of Part Pre-payment or Pre-Closure of the loan in between before the full tenure where interest will be calculated as per no. of days completed during the month of making such part payment. This difference in interest calculation for broken period may result in last EMI amount to be more than the regular EMI Or one additional part of EMI amount to be paid extra for this broken up period as last installment, which is agreed and accepted by the borrower by signing this document.

Subject to variation in terms of the loan agreement executed/ to be executed between the Borrower/s and AHFL, the changes in interest rate/ EMI/ loan tenure would be communicated via letters and/or mail(s)/ sms/ whatsapp/ customer mobile app before any such implementation and would be displayed on the website of AHFL at <https://www.aadharhousing.com/> and at the branch offices. If such change is to the disadvantage of the customer, the customer may have the option to exercise within 30 day for a) to covert the loan from Fixed to Floating or vice a versa OR b) to increase the EMI amount to keep remaining loan tenure as same or lower OR c) close / switch the account without having to pay any extra charges or interest.

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

- i. Tele calling to the Borrower / Co-Borrower after dishonor 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, 1881 and /or Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI) and / or any other applicable law 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 15 working days from date of request from customer, subject to payment of Fees as per the tariff schedule

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) /Foreclosure Statement / List of Document (LOD) / Repayment schedule or any other statement.

Statement of Accounts (SOA) / Foreclosure Statement / List of Document (LOD) / Repayment Schedule are provided on request within 15 working days, subject to payment of the fees as per Tariff schedule.

II. Photo Copy of Title Documents

The copy of title documents are provided within 30 working days on request on chargeable basis as prescribed in Tariff Schedule.

III. Original Documents released

All the original property documents will be released along with release of any charge on property within a period of 30 days after full repayment/ settlement of the loan account. For detail process please refer www.aadharhousing.com

IV. Prepayment and return of documents upon closure of loan

The process for prepayment to be initiated through written request via letter at the branch and foreclosure letter will be provided within 15 working days from, subject to payment of the fees as per tariff schedule. The procedure for returning original documents on closure will require 30 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.

V. Updation/Modification of communication address and contact details

The Customer must inform AHFL of any change in contact no. and address submitted to AHFL during the processing of the loan. Any change in existing information must be given in writing by the customer to AHFL and within 30 days of any change. For any updates/changes in address details, customers also need to share the valid KYC document for the new address. Until such new requests are received from the Customers and details updated in AHFL records, all communications to the customers from AHFL will be sent to existing address and/or contact no. only.

14. GRIEVANCE REDRESSAL MECHANISM:

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.

PUBLICATION OF GRIEVANCE REDRESSAL PROCEDURE

AHFLs grievance redressal policy is available on the website at www.aadharhousing.com and also in all its offices / branches.

GRIEVANCE REDRESSAL PROCEDURE

STEP I

- To redress their grievances, customer can lodge their complaint in writing with the Branch Manager of the Branch.
- The complaint can also be registered by making an entry of the complaint/grievance in the complaint registered maintained by the Branch.
- The Customer can register their complaint at customercare@aadharhousing.com or call on our toll-free no. 180030042020.

The customer shall be responded to with clarification within a week.

The response/acknowledgement to a customer's complaint shall contain the name and designation of the official who will deal with the grievance. If the complaint is relayed over phone at AHFLs designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period.

2)

STEP II

In case the customer does not receive any response within the above timeline of a week or is not satisfied with the response given by the branch, after 7 days the customer can further escalate the complaint/grievance to the Registered Office, at Bengaluru either by way of a letter addressed to Customer Care Officer/Grievance Redressal Officer of AHFL or through email to be sent at:

The Customer Care Officer/Grievance Redressal officer

Aadhar Housing Finance Ltd., Registered Office- 2nd Floor, No.3, JVT Towers, 8th A Main, Road, Sampangi Rama Nagar, Hudson Circle, Bengaluru, Karnataka- 560027. Email ID:- grievanceredressal.officer@aadharhousing.com

After examining the matter, the Company shall send the customer its final response or explain why we need more time to respond and shall endeavor to do so within six weeks of receipt of a complaint and he/ she should be informed how to take his/her complaint further if he/ she is still not satisfied.

1)

STEP III

If the complainant does not receive a response from the Company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of the National Housing Bank, by lodging its complaints online on the website of NHB or through post to NHB, New Delhi, details mentioned below- National Housing Bank (NHB), (Complaint Redressal Cell) Department of Supervision, 4th Floor, Core 5-A, India Habitat Centre, Lodhi Road, New Delhi – 110003.

www.nhb.org.in Link: <https://grids.nhbonline.org.in>

The format for making offline complaint is available at link <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf>

The above details are displayed clearly in all its offices/branches and on the website of AHFL.

GRIEVANCE REDRESSAL OF INSURANCE CUSTOMERS

AHFL holds the Registration of a Corporate Agent (composite) with Insurance Regulatory Development Authority of India (IRDAI) for solicitation of insurance business. It will ensure adherence to the IRDAI Regulations, with respect to redressal of grievances relating to insurance. The offices of AHFL where complaints related to insurance products sold by AHFL are received will acknowledge the complaint and facilitate redressal of the same within 14 days of the receipt of such complaint through the respective insurance company(ies).

If the complaint is not resolved or the customer is unsatisfied with the resolution provided, then he/she can lodge the complaint online with IRDAI at <https://bimabharosa.irdai.gov.in/> or email to complaints@irda.gov.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 AHFL and have been understood by the borrower/s.

Tariff Schedule

Fee Type	Amount
Login Fee (Paid along with loan application non-refundable)	Up to Rs.3500 Plus Applicable GST
Documentation Charges	Up to Rs.2000/- to Rs.5000/- Plus applicable GST (charge varies on Loan Sanction Amount slab)
Legal, Valuation and Technical Charges	Up to Rs.3000/- to Rs.5800/- Plus Applicable GST (charges varies on Loan Sanction Amount slab)
Administrative Charges (Inclusive of Documentation, Legal Valuation, Technical & CERSAI Charges - as applicable)	Home Loan/Top up - Up to Rs.5100 or 1.5% Plus applicable GST on Sanction Amount whichever is higher LAP/NIP/Project Loan - Up to Rs.5100/- or 2% Plus applicable GST on Sanction Amount whichever is higher
Subsequent Technical Verification (Only In Construction Cases)	Rs.500/- Plus applicable GST
Cheque/ECS/Direct Debit/ACH Bounce (Per Instrument/Transaction)	Rs.500/-
Penal Charges on Default Installment - (EMI/PEMI)	24% annually Plus Applicable GST for no. of days delayed in EMI/PEMI payment from due date
Recovery (Legal/Possession & Incidental Charges)	as per actual Plus applicable GST
Penal Charges on Delay/non-execution of Security creation	24% annually Plus Applicable GST on loan Outstanding amount
Cheque/ECS/Direct Debit/Ach Swapping (Per Set)	Rs.500/- Plus applicable GST
Duplicate No Dues Certificate/ IT Certificate	Rs.500/- Plus applicable GST
Copy Of Property Papers	Rs.500/- Plus applicable GST
Prepayment/Part Payment	For Home Loan at variable rate – NIL For Home Loan at Fixed rate -3% of the loan outstanding plus Applicable GST (if repayment is not through own source) For Non-Home Loan (Other than Business Purpose) at variable rate – NIL For Non-Home Loan (Business Purpose) at variable rate - 3% of the loan outstanding + Applicable GST For Non-Home Loan at Fixed rate – 3% of the loan outstanding balance plus Applicable GST For Project Loan – 2% of the Loan Outstanding plus applicable GST
Document Handling Charges	Rs.2000/- Plus applicable GST
Any Type of Statement - Statement of Account (SOA) /Foreclosure Statement / Repayment Schedule / List of Document (LOD)	Rs.500/- Plus applicable GST (per statement)
Switch Fees (Fixed to Floating or vice-a-versa)	3% of Loan Outstanding balance Plus applicable GST
Re-substitution Fees	0.50% of the loan outstanding balance and undisbursed amount (if any) plus applicable GST
Insurance Charges	As per actuals
Loan cancellation charges after disbursement (Per loan account)	For Loan Sanction up to 10 lacs -Rs 3000/- For Loan Sanction between 10 lacs -25 lacs - Rs 5000/- For loan Sanction greater than 25 lacs- Rs 10000/-

- This is a receipt of your application. You may contact our sales executive/Branch within 5 to 6 Days for preliminary discussion or further completion of documents if deemed necessary.
- All charges/fees to be paid through AHFL Branches/ AHFL Representatives by A/c payee crossed cheque in favor of "Aadhar Housing Finance Ltd." In case Online payment mode selected for making payment. Use AHFL website or payment link attach to your AHFL Loan A/c no.
- The loan application will be disposed-off within a period of 4 weeks from the date of receipt of duly completed loan application i.e. with all requisite information /Papers
- Cash payments to be made ONLY against valid receipt issued by AHFL officials.
- AHFL does NOT charge any amount over and above the charges mentioned above and will NOT be liable or responsible for making payment of any amount to unauthorized persons, or any other unauthorized payment link/ website or message.
- Applicable GST or Govt. taxes will be charged extra along with above mentioned charges as applicable.
- The above terms & conditions have been understood / read over to us and we accept the same.
- The timeline for decisioning of loan application will be 30 days from the date of submission of application and complete document in all aspect as per the requirements.
- The time line exclude the time taken by the customer to revert or any clarification/information sought to process the application.

Applicant Co-Applicant
 (Signature or thumb impression of the Borrower/s)