

## SCHEDULE VII

### MOST IMPORTANT TERMS AND CONDITIONS (MITC)/ KEY FACTS STATEMENT (KFS) (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) :

(ii) Interest Chargeable AHFL RPLR +/- \_\_\_\_\_% p. a. = \_\_\_\_\_% p. a.

As on the date of execution of this Agreement AHFL RPLR is \_\_\_\_\_%

a. Interest rate in all loans at floating rate are subject to change in benchmark rate (RPLR) which may cause change in EMI or increase in residual loan tenure or both depending upon each case and such changes will be intimated in advance prior to any such change.

b. In the loans opted for Fixed ROI for the entire tenure, the applicable Interest rates in all such loans are subject to change in benchmark rate (RPLR) which shall be effective after completion of every 3 years of the loan tenure. This may cause variation in EMI or in residual loan tenure or in both, depending upon case-to-case basis.

c. In loans opted for ROI as "Fixed for 3 years", the ROI shall be converted into Floating Rate after completion of 3 years at same rate of interest at the time of sanction OR maintaining the same spread, whichever is lower.

(iii) Moratorium or Subsidy:

(iv) Date of reset of Interest:

(v) **Penal Charges**, if any : **2 4 % p e r a n n u m a s p e r** Tariff Schedule attached

(vi) Modes of communication of changes in Interest rate: Via letters / mail(s)/ SMS/whatsapp/Customer Mobile app

3. **Annual Percentage Rate (APR)** : \_\_\_\_\_

4. **Instalment Types** : Monthly

5. **Loan Tenure** : << In Years >>

6. **Purpose of Loan** :

6.1 (a) **End use of Fund** :

The Declaration/Undertaking provided to AHFL by you the Loan will be utilized only for the purpose " \_\_\_\_\_ " is being sanctioned, purpose of use of funds under the loan will not be changed in any manner during the tenor of loan, loan shall not be used for any illegal and /or antisocial and/or speculative purposes in any form.

7. **Fees and Other Charges:** Please refer: **Also enclose all headings as per model MITC issued by RBI Tariff Schedule/MITC** enclosed herewith. Note: Changes as effected on above tariff schedule would be displayed on AHFL website and displayed on our Branch Notice Boards, Similarly the changes effected if any in our Conversion scheme would be available with our Branches. Any future changes in the interest rates or applicable fees/charges shall be communicated in vernacular language in advance to the borrowers and such changes in the terms shall be implemented from prospective dates after providing advance intimation to the borrowers.

8. **Security / Collateral for the Loan**

- Mortgage : \_\_\_\_\_
- Guarantee : \_\_\_\_\_
- Other Security : \_\_\_\_\_

9. **Insurance of the Property/ Borrowers**

- I.
- ii.
- iii.
- iv.
- v.

Signature of Borrowers

1) .....

2) .....

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

**10. Conditions for Disbursement of the Loan:**

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

**11. Repayment of Loan & Interest:**

The EMI for your loan is INR \_\_\_\_\_ Years & EMI Rs= \_\_\_\_\_ per Month

The EMI due date is \_\_\_\_\_ day of every month.

Number of Installments to be paid are \_\_\_\_\_ Months.

The EMI calculated and shown in the Sanction Letter is derived on the basis of 12 months in a calendar year, however in the entire repayment tenure of loan the loan interest is calculated based on 365 days in every year. This is to provide 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 will be prospective in interest rate/ EMI/ loan tenure/fees or charges would be communicated via letters and/or mail(s)/ sms/ whatsapp/ customer mobile app before any such implementation applicable from a future date after intimation 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 borrower shall have the options to exercise within 60 days for a) to switch/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) pre-close /part-pay the loan account without having to pay any extra charges or interest.

**12. Know your Customer (KYC) documents: The Borrower is responsible to re-submit the KYC to AHFL during the tenure of the loan as per the directions laid down by NHB/RBI.**

**13. Brief procedure to be followed for Recovery of overdues:**

- i. Telecalling 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 through Agents/staff as may be appointed by AHFL. AHFL reserves the right to visit/enter the mortgaged property for valuation purpose and visit the property or all borrowers or other known address of them for the purpose of collection of loan EMIs dues as per the policy and it is accepted and agreed by the borrowers.

**14. 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.

**15. 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) For customer service: In case of queries related to your loan account, you may contact **on our Toll Free no. 1800 3004 2020 or write to us on email : [customercare@aadharhousing.com](mailto:customercare@aadharhousing.com)**

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 written request within T + 20 days, subject to payment of the fees as per Tariff schedule. (please refer the website of AHFL <https://www.aadharhousing.com/>]for detailed process and required documents for processing such request.)

**II. Photo Copy of Title Documents**

The copy of title documents are provided within 30 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 created on property within a period

Signature of Borrowers 1) ..... 2) .....

of 30 days after full repayment/ settlement of the loan account. For detail process please refer <https://www.aadharhousing.com/>

**IV. Prepayment and return of documents upon closure of loan**

**The process of prepayment to be initiated through written request submitted at the branches as per process to issue loan foreclosure statement and the same will be provided within T + 20 days from, subject to payment of the fees as per tariff schedule.** Please refer Company Website <https://www.aadharhousing.com/> in section Customer Relations – AHFL Policies & Codes for detailed process – To apply and get loan foreclosure statement and Procedure for Handover of Original Property documents after loan closures.. The procedure for returning original documents on closure of loan will require 30 days after realization of payment and completion of required formalities.

NOTE: AHFL will not accept any pre-payment (part or full) after 25th of the month due to system calculation of EMI dues. All part-payment received by way of cheque after 25th of the month will be considered in the subsequent month for issuance of fresh foreclosure letter for the same month, however AHFL shall accept pre-payment (part or full) after 25th of the month, if the Borrower makes the payment by way of demand draft/ National Electronic Funds Transfer (NEFT)/ Real Time Gross Settlement (RTGS) or any other online mode of payment directly to the account of AHFL and provide proof of payment AHFL reserves the right to accelerate the repayment or recall the loan due to any valid reasons after providing advance notice to the borrowers in the terms of this loan agreement.

**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.

**16. 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 <https://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 an acknowledgement through sms and a reference number to the complaint raised or with a clarification within a week from date of receipt of complaint.

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.

**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 further steps on his/her complaint further if he/ she is still not satisfied.

Signature of Borrowers

2) .....

1) .....

Signature of Borrowers

1) .....

2) .....

**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 along with a reference number 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 within 30 days, then he/she can lodge the complaint online with IRDAI at <https://bimabharosa.irdai.gov.in/> or email to [complaints@irdai.gov.in](mailto:complaints@irdai.gov.in) / Or call Toll Free Number 155255 or 1800 4254 732

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.

**Signature of Borrowers**

1) .....

2) .....

## Tariff Schedule

Fee Type	Amount
<b>Login Fee (Paid along with loan application non-refundable)</b>	Up to Rs.3500 Plus Applicable GST ( <b>Non-refundable on cancellation/rejection of loan application</b> )
Documentation Charges	From Rs.2000/- upto Rs.5000/- Plus applicable GST (charge varies on Loan Sanction Amount slab)
Legal, Valuation and Technical Charges	From Rs.3000/- upto 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/-
<b>Penal Charges on Delay/default of Installment - (EMI/PEMI) or violation of any material Terms and conditions of loan sanctioned/Loan agreement</b>	<b>At 24% per annum charged on the loan EMI/PEMI amount under delay/default</b> , for the proportionate actual period of delay/default post due date plus GST as applicable, non-cumulative (the reason being the rate should be double the average normal rate of interest applicable to such customers to prevent or not to commit any delay/default in making payment future)
Recovery (Legal/Possession & Incidental Charges)	as per actuals paid to various parties/authorities/legal services Plus applicable GST
<b>Penal Charges on Delay/non-execution of Security creation</b>	24% annually Plus Applicable GST on loan Outstanding amount <b>Rs. 2500 per day of delay (the reason is to make the security creation on property as a compulsory requirement for availing mortgage loan)</b>
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
<b>Prepayment/Part Payment Charges</b>	For Home Loan at variable/floating rate of Interest from any source or Home Loan at Fixed rate closed using own source of Funds as per proof – <b>NIL charges</b> For Home Loan at Fixed rate - <b>3% of the loan</b> outstanding plus Applicable GST If repayment is not done through own source of funds as per the proof provided. For Non-Home Loan (Other than Business Purpose) at variable/floating rate of interest – <b>NIL charges</b> For Non-Home Loan (Business Purpose) at variable rate or at Fixed rate of Interest - <b>3% of the loan</b> outstanding plus Applicable GST For Project/builder Loans – <b>2% of the Loan</b> 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) excluding the scenario of ROI change/revision in any sanction terms	<b>3% of Loan</b> 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, but before loan cheque realization due to any reason of delay/non-compliance by customer (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/-
<b>Compensation for Delay in hand-over of original property documents</b>	After 30 days from the full repayment of loan, if delay due to any reasons on the side of AHFL, a compensation of Rs.5000/- per day will be provided to borrowers. If there is any delay on the part of borrower, such period to be excluded from calculating the above period. Additional 30 days to be provided for recreation of lost/missing title deed.

- 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 are 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 above time line exclude the time taken by the customer to revert or any clarification/information sought to process the application for hand-over of property documents.

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Applicant

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Co-Applicant

(Signature or thumb impression of the Borrower/s)

**(Part OF MITC)**

**Part 1 (Interest rate and fees/charges)**

<b>1</b>	<b>Loan proposal/ account No.</b>		<b>Type of Loan</b>					
<b>2</b>	<b>Sanctioned Loan amount (in Rupees)</b>							
<b>3</b>	<b>Disbursal schedule</b> (i) Disbursement in stages or 100% upfront. (ii) If it is stage wise, mention the clause of loan agreement having relevant details							
<b>4</b>	<b>Loan term (year/months/days)</b>		Year/Months					
<b>5</b>	<b>Instalment details</b>							
	Type of instalments	Number of EPIs	EPI (₹)	Commencement of repayment, post sanction				
<b>6</b>	<b>Interest rate (%) and type (fixed or floating or hybrid)</b>			<<ROI>> <<Fixed or Floating>>				
<b>7</b>	<b>Additional Information in case of Floating rate of interest</b>							
	Reference Benchmark	Benchmark rate (%) (B)	Spread (%) (S)	Final rate (%) $R = (B) + (S)$	Reset periodicity <sup>2</sup> (Months)	Impact of change in the reference benchmark (for 25 bps change in 'R', change in: <sup>3</sup> )		
					B	S	EPI (₹)	No. of EPIs
<b>8</b>	<b>Fee/ Charges</b>							
		Payable to AHFL (A)			Payable to a third party through AHFL (B)			
		One-time/ Recurring	Amount (in ₹) or Percentage (%) as applicable <sup>5</sup>	One- time/Recurring	Amount (in ₹) or Percentage (%) as applicable <sup>5</sup>			
(i)	Processing fees	As per MITC	As per MITC	As per MITC	As per MITC			
(ii)	Insurance charges	At actuals	At actuals	At actuals	At actuals			
(iii)	Valuation fees	As per MITC	As per MITC	As per MITC	As per MITC			
(iv)	Any other (please specify)	As per MITC	As per MITC	As per MITC	As per MITC			
<b>9</b>	<b>Annual Percentage Rate (APR) (%)<sup>6</sup></b>			%.....				
<b>10</b>	<b>Details of Contingent Charges (in ₹ or %, as applicable)</b>							
(i)	Penal charges, if any, in case of delayed payment						As per MITC	
(ii)	Other penal charges, if any						As per MITC	
(iii)	Foreclosure charges, if applicable						As per MITC	
(iv)	Charges for switching of loans from floating to fixed rate and vice versa						As per MITC	
(v)	Any other charges (please specify)						As per MITC	

