

**SCHEDULE VII**  
**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 \_\_\_\_\_%

(interest rate in all loans at floating rate are subject to change in bench mark rate RPLR which may cause change in EMI or increase in residual loan period or both depending upon each case).

(iii) Moratorium or Subsidy:

(iv) Date of reset of Interest:

(v) Additional Interest, if any : \_\_\_\_\_%

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

3. **Instalment Types** : Monthly

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

5. **Purpose of Loan** :

6. **Fees and Other Charges:** Please refer: Tariff Schedule 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.

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

• Mortgage : \_\_\_\_\_

• Guarantee : \_\_\_\_\_

• Other Security : \_\_\_\_\_

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

i.

ii.

iii.

iv.

v.

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

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 = \_\_\_\_\_ p.m.

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

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

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 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, he/she may within 60 days and without notice close his / her account or switch it without having to pay any extra charges or interest.

Signature of Borrowers

1) .....

2) .....

**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, 1881 and /or Securitisation 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. 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 45 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.

**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](http://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.

Signature of Borrowers

- The Customer can register their complaint at [customercare@aadharhousing.com](mailto:customercare@aadharhousing.com) or call on our toll-free no. 180030042020.

The customer shall be responded to within a period of 7 working days.

**STEP II**

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 of time.

In case the customer does not receive any response within the above timeline or is not satisfied with the response given by the branch, the customer can further escalate the complaint/grievance to the Corporate office at Mumbai 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.,  
802, 8th floor Natraj by Rustomjee,  
Western Express Highway & Sir M.V. Road Junction,  
Andheri (E), Mumbai 400 069.  
Email ID:- [grievanceredressal.officer@aadharhousing.com](mailto:grievanceredressal.officer@aadharhousing.com)

The customer shall be responded within a period of 30 working days with the resolution of the complaint after examining the examining the complaint/grievance received, we shall send to the customer a final response or explain why it need 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.

**STEP III**

In case customer is still not convinced with the resolution provided by the Grievance Redressal Team, the customer may approach the Regulatory Authority of Housing Finance Companies – the National Housing Bank at the below mentioned address :

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](http://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 <http://www.igms.irda.gov.in> or email to [complaints@irda.gov.in](mailto: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.

1) .....  
2) .....

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>Documentation Charges</b>	Up to Rs.2000/- to Rs.5000/- Plus applicable GST (charge varies on Loan Sanction Amount slab)
<b>Legal, Valuation and Technical Charges</b>	Up to Rs.3000/- to Rs.5800/- Plus Applicable GST (charges varies on Loan Sanction Amount slab)
<b>Cersai charge creation Charges</b>	Rs.100/- Plus applicable GST
<b>Administrative Charges (Inclusive of Documentation, Legal Valuation, Technical &amp; Cersai Charges)</b>	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
<b>Subsequent Technical Verification (Only In Construction Cases)</b>	Rs.500/- Plus applicable GST
<b>Cheque/ECS/Direct Debit/ACH Bounce (Per Instrument/Transaction)</b>	Rs.500/-
<b>Additional Interest/Overdue Charges on Default Installment - (EMI/PEMI)</b>	2% per month for no. of days delayed in EMI/PEMI payment from due date
<b>Recovery (Legal/Possession &amp; Incidental Charges)</b>	as per actual Plus applicable GST
<b>Cheque/ECS/Direct Debit/Ach Swapping (Per Set)</b>	Rs.500/- Plus applicable GST
<b>Duplicate No Dues Certificate/ IT Certificate</b>	Rs.500/- Plus applicable GST
<b>Copy Of Property Papers</b>	Rs.500/- Plus applicable GST
<b>Prepayment/Part Payment</b>	For Home Loan/LAP at variable rate – NIL For Home Loan/LAP at fixed rate: 2% of the loan outstanding + Applicable GST (for amount prepaid through refinance from any Bank/HFC/NBFC or Financial Institution and not through own source and shall be applicable to all partial or full prepayments.) For Project Loan – 2% of the Loan Outstanding plus applicable GST
<b>Document Handling Charges</b>	Rs.2000/- Plus applicable GST
<b>Any Type of Statement - Statement of Account (SOA) /Foreclosure Statement / Repayment Schedule / List of Document (LOD)</b>	Rs.500/- Plus applicable GST (per statement)
<b>Switch Fees</b>	Fixed to Variable - 1% Plus applicable GST on outstanding Variable to Fixed - 1.5% Plus applicable GST on outstanding
<b>Conversion Fees - Switch to Lower Rate in Variable rates loans per changes</b>	0.50% of the principal outstanding and undisbursed amount (if any) at the time of conversion.
<b>Insurance Charges</b>	As per actuals
<b>Loan cancellation charges after disbursement (Per loan account)</b>	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)