

MOST IMPORTANT TERMS AND CONDITIONS

1. Loan

Details of the Loan Amount sanctioned, Loan Tenure, Rate of Interest, Instalment Type, EMI Amount, Total no. of Instalments, Instalment due date and Purpose of the Loan are as mentioned in the preceding section(s) of the Sanction Letter.

2. Fees and other charges*:

Particulars	Details				
Processing fees	As mentioned in the preceding section(s) of Sanction Letter				
Pre-payment charges / Foreclosure Charges	<p><u>Part or Full Prepayment of loan (on Floating Rate of Interest) by Individual borrower(s) where only Individuals are applicant / co-applicant</u> -</p> <p>For Home Loans & Non Home Loan - NIL</p> <p><u>Part or Full Prepayment of loan (on Fixed Rate of Interest) by individual borrower(s) where only Individuals are applicant / co-applicant</u> -</p> <p>For Home Loans – NIL from Own Sources</p> <ul style="list-style-type: none"> - 2% of principal prepaid + Applicable Taxes in case of Balance Transfer being done via borrowing from Bank/HFC/NBFC/Any Financial Institution <p>For Non-Home Loan - 4% of principal prepaid + Applicable Taxes, in case closed from own funds</p> <ul style="list-style-type: none"> - additional 2% of principal prepaid + Applicable Taxes, in case of Balance Transfer being done via borrowing from Bank/HFC/NBFC/Any Financial Institution <p><u>Part or Full Prepayment of loan (on Floating / Fixed Rate of Interest) by non-individual borrower(s) being applicant or co-applicant</u> -</p> <p>For Home Loans & Non-Home Loans - 4% of principal prepaid + Applicable Taxes, in case closed from own funds</p> <ul style="list-style-type: none"> - additional 2% of principal prepaid + Applicable Taxes, in case of Balance Transfer being done via borrowing from Bank/HFC/NBFC/Any Financial Institution 				
Instrument return charges	Rs. 1000/- per instance				
Penalty for Instrument return – Construction Finance to Builders / Corporates	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">1st time return</td> <td style="width: 50%;">Rs.5000/-</td> </tr> <tr> <td>2nd time and above return</td> <td>Rs.10000/-</td> </tr> </table>	1 st time return	Rs.5000/-	2 nd time and above return	Rs.10000/-
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2 nd time and above return	Rs.10000/-				
Overdue interest rate	<p>30% p.a. i.e. 2.50% per month of the overdue instalments / amount for floating rate loans.</p> <p>36% p.a. i.e. 3.00% per months of the overdue instalments / amount for fixed rate loans.</p>				
CERSAI fees	Rs. 50/- for loans up to 5 lacs & Rs.100/- for loans greater than 5				

Particulars	Details
	lacs (to be collected at the time of closure of the loan)
Conversion fees	Fixed to Variable – upto 1.0% of Loan outstanding Variable to Fixed – upto 1.5% of Loan outstanding
Loan cancellation charges	Rs.5000/- for all loans.
Duplicate statement issuance charges	Rs.250/- per instance
Photocopy of title deeds issuance charges	Rs.500/- per instance
Retrieval of title deeds	Rs.500/- per instance
Cheque/Instrument swap charges	Rs.500/- per instance
Duplicate amortization schedule issuance charges	Rs.250/- per instance
Duplicate interest certificate (provisional / actual) issuance charges	Rs.250/- per instance
Mortgage Creation /Release Charges	As per the laws of the State where the property is located/ mortgage is being created.
Legal / Recovery / Incidental Charges	As per actual, applicable in the event of default.

****Above mentioned fees and charges are exclusive of GST, education cess and other Government taxes, levies etc., and subject to change at the sole discretion of the Shriram Housing Finance Limited. Any change in charges, would be uploaded on the website or intimated to the customer by letter/email/SMS.***

3. Security for the Loan:

Mortgage of below mentioned property in favour of SHFL.

Property Address :
Guarantee :
Other Security :

4. Insurance of Property/Borrowers:

Property Insurance: It is mandatory for the customer to obtain Property Insurance, fully insuring the property to be purchased / constructed against all losses, **unforeseen hazards like** damages on due to fire, riots and other natural calamities like earthquake, floods etc. and if required by SHFL against any other insurable risk for Home Loan / Addition Finance. Such Insurance Policy obtained by the borrower will be assigned in favour of SHFL. Please refer details as mentioned in point no. 11 & 12 of terms and conditions.

5. Life Insurance:

Borrower has the option to avail Life Insurance cover to the extent of the loan amount. The premium amount would vary depending on the age of the insurer and the stage of construction of the property.

6. Condition for disbursement of Loan:

The Loan disbursement would be subject to satisfactory compliance of all terms and conditions as stipulated in the legal opinion report, technical verification report, creation of security, furnishing of requisite statutory approvals of the property to be funded by SHFL. And in cases of construction of homes, disbursement will also be based on its stage of construction.

7. Fair Practices Code & Procedure for intimation of the changes in rate of interest/EMI & other charges:

The contents of the Fair Practices Code was explained by the SHFL officer in vernacular language and a copy of the code, at request, was provided to the Borrower. The code is also made available on the website of the SHFL and at every branch of the company. Further, as per the Fair Practices Code, the rate of interest & other charges are reviewed on periodic basis. In event of any change in rate of interest /EMI, SHFL will communicate the same to the borrower via updating it on website/letter/email/SMS or any other form of communication acceptable under extant guidelines, at the last known contact details, updated in our records. Such changes in interest rates and charges, if any, shall be made effective on prospective basis. Further, 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.

8. Procedure for recovery of overdue amount:

In the event of non-payment of any scheduled dues to SHFL, e.g. EMIs, pre-EMIs, etc., the Borrower would receive intimation by SMS (on the mobile number registered with SHFL) and/or telephonic call and/or letter. Such unpaid dues would need to be paid within 7 days of the originally scheduled date, along with all overdue and bounce charges, as listed out under the section "Fees and other charges".

In the event of the dues, in full or in part, remaining unpaid after 7 days, SHFL shall, at its sole discretion, initiate legal action for its recovery.

9. Date on which Annual Outstanding Balance Statement will be issued:

SHFL shall issue a statement reflecting the Annual Outstanding Balance, before the end of the 1st quarter of the consecutive financial year.

10. Customer Service:

- a) **Visiting Hour at the office** : 11.00 AM till 3.30 PM on all working days (Monday to Friday)
- b) **For any other queries**, you can contact us at our toll free number 1800-102-4345.

Procedure to obtain loan account statement, photocopy of the title documents, return of original documents on closure / transfer of loan: - For obtaining any of above mentioned document borrowers are requested to provide a written request letter / application along with Demand Draft / Pay order / Cheque of amount mentioned in the above schedule of charges in favour of Shriram Housing Finance Limited and submit it to nearest SHFL Branch. After realization of DD / Pay order / Cheque the requested documents will be dispatched to the borrower address within 3 weeks' time.

11. Grievance Redressal Mechanism

In a rare event of you not being satisfied with the services of SHFL or through its DSA/recovery agents, you may prefer to submit your grievances or queries, through the following channels of communication:

- Branch – Make a Complaint to respective Branch Head and it shall be recorded in Complaint Register.
- Call Toll Free No. – 1800-102-4345
- Email–contact@shriramhousing.in
- Letter: Shriram Housing Finance Limited, Level 3, East Wing, Wockhardt Towers, Bandra Kurla Complex, Mumbai - 400 051

SHFL will make available facilities at each of its branches and offices for the customers to lodge and/or submit their complaints or grievances, if any. In case you are not satisfied with the initial response to your complaint, from the company, you may escalate your concerns to:

Grievance Redressal Officer

Shriram Housing Finance Limited

Level 3, Wockhardt Towers, East Wing, Bandra Kurla Complex, Bandra (East), Mumbai - 400051
Phone - (022) 42410400, Fax - (022) 4241 0422

In case the response given is still unsatisfactory the customer may approach NHB either through online mode at the link <https://grids.nhbonline.org.in> or through offline mode, in prescribed format, at the following address:

National Housing Bank (Complaint Redressal Cell)

Department of Regulation and Supervision
4th Floor, Core 5-A, India Habitat Centre
Lodhi Road, New Delhi - 110003

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.

Accepted

(Signature or thumb impression of the Borrower/s)

Authorised Signatory
Shriram Housing Finance Limited

Date:

Date: