



India Home Loan Ltd
MOST IMPORTANT TERMS AND CONDITIONS (MITC)
(For individual Housing Loan)

Loan A/c No. : _____

Major Terms and Conditions of the housing loan agreed to between _____
 (the borrower/s) and **India Home Loan Ltd** are as under:

1. Loan:

a) Loan Amount Sanctioned	* ₹ _____ (Rupees in words only)
b) Purpose of Loan	*
c) Rate of Interest	*
d) Tenure of Loan	* _____ Months. (However during the pendency of loan, the tenure may get changed depending on increase/decrease in interest rate in case of loan under floating rate of interest)

2. Fee and Other Charges:

a) Processing Fee –Housing & Non-Housing Loans (Top-up, Loan Against Residential Property, Easy Plus)	1.5% of Loan Sanction.(to be collected before loan disbursement)
b) Pre payment Charges	I. Home loan (Core Schemes) ➤ The prepayment charges will be Nil if paid from own sources else 2% on the loan amount prepaid. ➤ The company reserves the right to call for necessary documents as an evidence of source of funds II. Loan Against Property ➤ The prepayment charge is 2% on the outstanding loan amount
c) Cheque Bouncing Charges	1. Cheque Dishonor Charges ₹ 500/- 2. ECS Dishonor Charges ₹ 500/-

* Will vary from case to case

d) Legal Charges	~ As per actual
e) Late Payment Charges	~ 2% p/a on EMI amount
f) Title Search/Mortgage Charges	As per actual
g) At the time of Disbursement : Creation of Charge	As per actual
h) At the time of Loan Closure: – Satisfaction of Charge	As per actual
i) If Duplicate No Dues Certificate	Rs.250/-
j) Copy of Property Papers	Rs.250/-
k) Each Personal visit to customer's	Rs: 1000/- per visit
l) Recovery Charges(Legal /Repossession & Incidentals Charges)	As per actual
m) Valuation fee in Construction Linked Loan cases	As per actual

IHLL retains the right to alter any charges or fees from time to time or to introduce any new charges or fees as it may deem appropriate with due intimation to the borrower

3. Security for the Loan:

a) Mortgage (Mention details of the property to be mortgaged as security for the loan)	*
b) Guarantee (mention the name of Guarantors, if any)	*
c) Other Security (mention the details of other securities, if any)	*

* Will vary from case to case



4. Insurance

Insurance of the Property / Borrowers	As specified in the Loan Offer and Loan Agreement
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5. Disbursement

Conditions for Disbursement of the Loan	As specified in Loan Offer Letter and Loan Agreement
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6. Repayment of the Loan & Interest:

a) Amount of EMI	# _____
b) Number of EMI (No. of Months)	# _____
c) Any other details for payment of principal amount of loan and interest including due date/s	As per Loan Offer letter
d) Procedure for advance intimation of the change in the rate of interest / EMI	Intimation about the changes in the rate of interest / EMI will be given by way of Letters / Emails /SMSs as per the terms and conditions of the Loan Offer Letter.

(The amount of EMI and/or number of EMI may get changed, due to change in interest rate / actual disbursed amount as per the terms and conditions of Loan Offer Letter)

* Will vary from case to case

<p>7. Brief procedure for Recovery of Overdue (mention briefly the notice etc. to be given to the borrower for recovery of overdue before proceeding under the applicable law)</p>	<ul style="list-style-type: none"> • Follow up to 30 days from the due date through SMS alerts • Monthly default notices to the defaulter's up to 3 months defaults • Beyond 3 months & up to 12 months; Default follow up letters • Letters to guarantors (if any) if the notice sent to the defaulters yields no results • Letters to Employer of the defaulting borrower, should the borrower continue to default for more than 2 months. • Personal follow up with Borrowers wherever necessary. • If default continues for more than 6 months, then suits will be filed for recovery.
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8. Customer Service:

<p>a) Visiting Hours at the Office</p>	<p>Business Hours</p>
<p>b) Details of the person to be contacted for customer service</p>	<p>Officer In charge of the concerned Area Office / Business Centre</p>
<p>c) Procedure to obtain the following including time line therefore:</p>	
<p>I. Loan Account Statement</p>	<p>Within 2 working days after customer's request</p>

* Will vary from case to case

<p>II. Photocopy of the title documents</p>	<p>Within 30 days from the date of written request along with requisite fees</p>
<p>III. Return of original document on closure / transfer of the loan</p>	<p>Within 30 days from the date of receipt of request letter from the Borrower subject to clearance of fund</p>

9. Grievance Redresses

<p>a. Email Id and other contact details at which complaint can be lodged</p>	<p>The customer may approach concerned Area Office/ Business Centre for his/ her grievance and may submit the complaint in writing, through email or by post / courier. The address & Mail Ids of Area Offices are available in “contact us” Menu at www.indiahomeloan.co.in</p>
<p>b. Turnaround time for resolving the issue</p>	<p>Seven Working Days</p>
<p>c. Matrix for escalation for lodging the complaints</p>	<p>If customer is not convinced with the redresses of complaint then Customer can call or write a mail to our corporate office. After examining, the response will be sent within 6 weeks.</p> <p>In case the complainant is still dissatisfied with the response received/ or where no response is received, the complainant may approach the Complaint Redresses Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor Core 5A, India Habitat Center, Lodhi Road, New Delhi – 110 003 or email at crl@nhb.org.in</p>

* Will vary from case to case



Disclosure

IHLL is authorized to disclose from time to time any information relating to the loan to any credit bureau (Existing or Future) approved by Government of India or any authority as may require from time to time without any notice to the applicant. IHLL is also authorized to make inquiries with the Credit Information Bureau of India (CIBIL) and get the applicants Credit Information Report. The most Important Terms and Conditions mentioned above are an indicative list of terms and conditions of our loan products. These terms and conditions are further described in our loan agreement under relevant sections/schedules and therefore should be read in conjunction with those mentioned in the loan agreement.

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

(Signatures or thumb impression

(Signature of the authorized person of IHLL)

Of the Borrower/s)

Date:

Place:

Note: Duplicate copy of the MITC should be handed over to the borrower/s.

* Will vary from case to case