

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

(Name of the specific Loan Product)

Major terms and conditions of the housing loan agreed to between (the borrower) and the HomeShree Housing Finance Limited are as under:

1. Loan

Sanctioned Amount: **Rs. (Amount)**

2. Interest

i) Type: **Fixed**

ii) Interest chargeable: **___ per annum**

iii) Moratorium or subsidy: **N.A.**

iv) Date of reset of interest: **N.A.**

v) Modes of communication of changes in interest rate: Borrowers/Co Borrowers will be intimated via our email id- care@homeshree.com

3. Instalment Types: Monthly

4. Loan Tenure: _____

5. Purpose of Loan: _____

6. Fee and Other Charges- Refer Schedule of Charges and Foreclosure/Prepayment Charges attached as Annexure-I & Annexure-II respectively.

7. Security/ Collateral for the Loan

i) **Mortgage:** _____

ii) Guarantee: **N.A.**

iii) Other Security: **N.A.**

8. Insurance of the Property/ Borrowers

The Company may at its own discretion direct the Borrower/Co-Borrower (Borrower) to obtain a comprehensive and composite insurance policy in respect of the property and/or any other insurance policy that may be required by Company in exercise of its sole and absolute discretion at his/her/their own cost and expenses. The insurance value over the property should be an offer value higher or equivalent to the loan amount or the value of the structure of the property whichever is higher. The Borrower/Co-Borrower shall get lien of COMPANY loss payee, noted on the insurance policy confirming that COMPANY has the first claim on the proceeds of the policy amount and the Borrower/Co-Borrower shall furnish such insurance cover or policy to COMPANY.

9. Conditions for Disbursement of the Loan

The Borrower/Co-Borrower has furnished evidence, to the complete satisfaction of COMPANY (of the proposed utilization of the proceeds of the disbursement of the loan) that at the time of request of disbursement, the disbursal among sought is required immediately by the Borrower/Co-Borrower for the purpose of loan.

(Borrower)

(Co- Borrower)

(2nd Co- Borrower)

Registered Office: G-16, Ground Floor, Arunachal Building, 19, Barakhamba Road, New Delhi – 110001
CIN: U65191DL2010PLC206137 | **E-mail:** homeshree.delhi@gmail.com | **Contact:** +91 88822 33311

The Borrower/Co-Borrower/ shall execute and/or deliver such documents, security documents, agreements, guarantees, indemnities, demand promissory notes, declaration etc. as COMPANY may in its sole and absolute discretion may require.

The Borrower/Co-Borrower shall have furnished evidence to the full satisfaction of COMPANY that all consents, approvals and permissions require for availing of the loan and/or creation of security have been obtained evidence to the affect that these are not required.

The Borrower/Co-Borrower/ shall have furnished to the full satisfaction of COMPANY, documentary evidence of title and ownership over the property in favor of the Borrower/Co-Borrower/s or any one of the Borrower/Co-Borrower/s as the case may be and that these documents are also valid, binding and subsisting and that necessary security can be created in favor of COMPANY in the form and manner as suggested/ required by COMPANY.

In the event where security furnished by the Borrower/Co-Borrower is found to be insufficient/incorrect in value, the Borrower/Co-Borrower shall be directed to furnish additional security as may be required by COMPANY and the Borrower/Co-Borrower shall be bound to comply with such demand within the time period required by COMPANY.

That COMPANY reserves its right to recall the loan facility at any time, in its discretion from the date of this agreement by giving to the Borrower a notice in writing. The Loan facility will be reappraised and necessary information and documents may be asked for further review of the facility. Further continuation of the loan facility shall be based on appraisal report, to the satisfaction of COMPANY and with additional terms and conditions, as COMPANY deems fit and proper. The decision of COMPANY towards continuation of the loan facility shall be final and binding of the Borrower/Co-Borrowers.

Other Terms and Conditions of the above-mentioned Housing Loan are same as mentioned in the Sanction Letter File No: _____ dated _____

10. Repayment of the Loan & Interest

- **Amount of EMI** : Rs. /-
- **Total number of Installments** :
- **ROI** : % p.a.
- **Due Date of Pre-EMI Interest** :
- **Due Date of EMI** :
- **Schedule of Charges** : Annexure-I
- **Foreclosure Charges** : Annexure-II

11. Brief procedure to be followed for Recovery of overdue

- If one or more of the Events of Defaults shall have occurred, then, the Lender, by a written notice to the Borrower/Co-Borrower may declare the principal and all accrued interest and charges on the Loan which may be payable by the Borrower/Co-Borrower under or in terms of this Agreement and/or any other agreements, documents subsisting between the Borrower/Co-Borrower and the Lender, as well as all other charges and dues to be due and upon such declaration the same shall become due and payable forthwith and the security in relation to the Loan and any other loans shall become enforceable, notwithstanding anything to the contrary in this Agreement or any other agreement/s or documents. On occurrence of any of event of default, the Lender shall have right to recall the entire outstanding loan amount with all other charges and interest and the Borrower/Co-Borrower, Guarantor will be liable to forthwith repay such loan amount without any demur or protest.
- If any Event of Default or any event, which, after the notice or lapse of time or both, would constitute an Event of Default shall have happened, the Borrower/Co-Borrower shall forthwith give to the Lender notice thereof in writing specifying such Event of Default, or such event.

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- In the Event of Default, the Lender shall be entitled to communicate, in any manner it may deem fit, to or with any person or persons with a view to receiving assistance of such person or persons in recovering the defaulted amounts including but not limited to visiting the Property and/or any place of work of the Borrower/Co-Borrower.
- The lender will be entitled to exercise all its rights as specified in the loan agreement and other related documents executed between the Borrower/Co-Borrower and the Lender.

12. Annual outstanding balance statement will be issued by 30th June.

13. Customer Services

- i) Visiting hours at the office- Monday to Friday, 11.00 A.M. to 4 P.M.
- ii) Details of the person to be contacted for customer service- Borrowers/Co-borrowers can submit their requests by email to care@homeshree.com
- iii) Procedure to obtain the following including time line therefore:
 - a. loan account statement- Borrowers/Co-borrowers can submit their requests by email to care@homeshree.com and the required documents/statement will be forwarded within 7 to 10 working days of receiving the requisite charges
 - b. photocopy of the title documents- Borrowers/Co-borrowers can submit their requests by email to care@homeshree.com and the required documents/statement will be forwarded within 7 to 10 working days of receiving the requisite charges
 - c. return of original documents on closure/ transfer of the loan- Borrowers/Co-borrowers can submit their requests by email to care@homeshree.com after payment of full and final amount and can collect the documents/papers from our corporate office within 14 working days, only on Tuesdays and Thursdays, between 11:00 AM and 4:00 PM, with prior confirmation from HomeShree.

14. Grievance Redressal

The customers may raise their complaint in writing, orally, electronically, through website or over telephone.

Level 1

Modes of Raising Complaints:

- (i) The customer may approach the Corporate office to register a complaint in the Complaint and Grievances registers or drop their complaint in complaint boxes during the working hours from 11:00 A.M to 4:00 P.M.
- (ii) Written complaints may be sent by post /courier at the corporate office of the Company.
- (iii) Customer may also address their complaint on care@homeshree.com

Corporate Office Address

HomeShree Housing Finance Limited,
5th Floor, Riana Aurum,
Plot No, 111-112, Sector 136
Noida, UP-201304
Contact No: 8882233311

HHFL will respond to customer complaint within 30 working days.

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Level 2

- If customers are still not satisfied with the resolution received, or if they don't receive any response within 30 working days, customer can write a mail to Grievance Redressal Officer at grievance@homeshree.in

Level 3

- If the customers are not satisfied or do not receive any reply even from the Grievance Redressal Officer, he/she may an appeal to the Chairman and Managing Director within a period of 15 days from the date of decision intimated to the customer/appellant at ceo@homeshree.in

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavour to do so within 30 working days.

Level 4

In case customers do not receive response from the company within reasonable time or is dissatisfied with the response received, customers may directly approach the regulatory authority of Housing Finance Companies at Redressal Cell of National Housing Bank by lodging “**online complaint**” through Grievance Registration & Information database System (GRIDS) using the link at NHB's website: <https://grids.nhbonline.org.in>

Or

customers may submit your “**complaint in writing**” to the NHB in the below mentioned address:

National Housing Bank
Department of Regulation and Supervision
(Complaint Redressal Cell)
4th Floor, Core 5-A, India Habitat Centre
Lodhi Road, New Delhi – 110003

The above terms and conditions have been read by the borrower/s / read over to the borrower by Shri/Smt./Kum. _____ of the company and have been understood by the borrower/s.

(Signature or thumb impression
of the Borrower/s)

(Signature of the authorized
person of Lender)

(Borrower)

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Annexure-I
SCHEDULE OF CHARGES

S. No.	Transaction Loan	Charges*
1.	Loan Processing Fee	- In case of Home Loan (Up to 3% of Loan Applied) - In case of Other Loan (Up to 3% of Loan Applied)
2.	Legal Opinion Charges, Technical Charges, ROC Search Charges, Non- Encumbrance Certificate from SRO charges (As applicable)	As per Actual + GST
3.	CERSAI Fees	- Rs. 100/-+ GST (Registration and for modification) (Upfront) - Rs. 10/-+ GST (for search) (Upfront)
4.	PDC / ECS Dishonor Charges	Rs. 500 /- + GST Per Bouncing
5.	Late Payment Charges	2% per month interest on EMI Outstanding
6.	PDC/ECS Swapping charges	Rs. 1000/- Per Swapping + GST
7.	Document Retrieval Charges	Rs. 1500/- Per Retrieval + GST Per Retrieval (Upfront)
8.	Duplicate Statement / Certificate	Rs. 1000/- Per Certificate + GST
9.	Cheque/ECS/EMI Cycle Change	Rs 1000/- Per Change + GST

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10.	Property Swap Charges	2% of Principal Amount Outstanding
11.	Statement of Account	Rs. 1000/- + GST Per Event (No charges for first SOA every Financial Year)
12.	Each Personal Visit to Customer's Place for Collection of Dues	Rs. 1000/- + GST Per Visit
13.	Loan Cancellation Charges	Rs. 5,000/- + Rate of Interest from the date of disbursement till the date of cancellation + GST
14.	Recovery Charges (Legal / Repossession & Incidental)	As per Actual
15.	Custodian Fee for keeping property documents in closed loans beyond 1 month of closure	Rs. 1000/-+ GST Per Month
16.	Requirement of any further document or details by customer related to their availed loan	Rs 1000/- + GST

Annexure-II

FORECLOSURE/PREPAYMENT CHARGES

S. No.	Closure of Loan (From Date of Disbursement)	Charges (% of Principal Outstanding) *
1.	Within 1 Year	6%
2.	After 1 Year Onwards	5%

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Note:

1. If the Housing Loan has been closed via “own contribution” in case of Individual borrowers, then no foreclosure charges will be levied otherwise they will be leviable (applicable on loan given at fixed rate of interest).
2. No prepayment penalty shall be levied on loan given at floating rate of interest in case of individual borrowers irrespective of the source of repayment.
3. Above mentioned Schedule of Charges (inclusive of foreclosure amount) is exclusive of GST; hence, GST will be charged in addition as per applicable rates in force.
4. All foreclosure requests are to be submitted physically at our corporate office situated at Noida Sector 136. Please note that we do not entertain foreclosure requests made via email, phone, or SMS.
5. Foreclosure letters will be issued after 21 working days from the date of submission of the foreclosure request.
6. No foreclosure payments will be accepted between the 20th to 30th day of each month.
7. Upon the complete payment of the foreclosure amount as specified by the company, all documents will be handed over to the borrower within 14 working days.

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