

## MOST IMPORTANT TERMS AND CONDITIONS (MITC)

### (For Individual Housing Loans)

Major terms and conditions of the housing loan agreed between \_\_\_\_\_ (the Borrower) and the Reliance Home Finance Limited are as under:

| Sr.No.    | Particulars  |   |
|-----------|--|---|
| <b>1</b>  | <b>Loan</b>  |   |
| a.        | Sanctioned Amount:   | Rs.   |
| b.        | Loan amount  | Rs.   |
| <b>2</b>  | <b>Interest</b>  | p.a. (fixed / floating / semi-fixed)  |
| a.        | Type   | (Fixed / Floating / Dual - Special Rate)  |
| b.        | Interest Chargeable  | _____ % (i.e. Reference Rate _____ % +/- _____ %) for floating rate loans.  |
| c.        | Moratorium or Subsidy  |   |
| d.        | Date of Reset of Interest  |   |
| e.        | Modes of Communication of Changes in interest rate:  |   |
| <b>3.</b> | <b>Installment Types</b>   |   |
| <b>4.</b> | <b>Tenure</b>  | Months  |
| <b>5.</b> | <b>Purpose of Loan</b>   |   |
| <b>6</b>  | <b>Fee and Other Charges</b><br>(Fees & Charges are subject to change from time to time.)                    |   |
|           |  | <b>Refer Annexure "A"</b>   |
| a.        | <b>Processing Fees(On Application)</b>   | _____ % On Loan Amount (Non Refundable Rs. _____ if loan is not Sanctioned / Disbursed Or Rejected)   |
| b.        | <i>Additional Interest (Delay payment interest)</i>  | p.m.  |
| d.        | <i>Pre-payment charges</i>   | "Nil" for all floating rate term loan sanctioned to Individuals. Prepayment Charges are applicable in case, loan in which company, firm etc is Borrower or Co-Borrower. |
|           |  | <b>Fees and Charges are subject to change from time to time.</b>  |
|           |  |   |
|           | <b><i>The above said charges are subject to changes as per the Company norms</i></b>                         |   |
| <b>7</b>  | <b>Security of the loan</b>  |   |
| a.        | Mortgage (Details of the property to be mortgaged as security for the loan)                                  |   |
| b.        | Guarantee (Name of the Guarantor/s)  |   |
| c.        | Other Security   |   |
| <b>8</b>  | <b>Insurance of the Property/ Borrowers</b><br>(detail of requirements and features of the insurance policy) |   |

|            |   |  |
|------------|---|--|
|            | to be obtained for the property / borrowers)  |  |
| <b>9</b>   | <b>Conditions for disbursement of the loan</b><br>(Conditions for disbursement of the loan or any installment thereof viz., creation of security, submission of approved plans, stages of construction, statutory approvals etc.) |  |
| <b>10</b>  | <b>Repayment of the Loan and Interest</b>   |  |
| a.         | Amount of EMI   |  |
| b.         | Total number of installments (EMI)  |  |
| c.         | Due Date for payment of PRE EMI   | Once the loan is disbursed, interest will start from the date of first disbursement and the account will be in Pre EMI stage till the full disbursement is made. The interest will be debited monthly (last day of every month ) and interest to be paid on monthly basis ." |
| c.         | Due date  |  |
| d.         | Procedure for advance intimation of the changes in rate of interest/ EMI  | <ul style="list-style-type: none"> <li>• Mail/letters shall be sent to the customers mailing address intimating change in rate of interest / EMI.</li> <li>• PLR shall also be updated on RHF website.</li> </ul>  |
| <b>11.</b> | <b>Brief procedure to be followed for Recovery of over dues</b>   | Annexure "B"   |
| <b>12.</b> | <b>Date of issue of Annual Outstanding balance Statement</b>  |  |
| <b>13.</b> | <b>Customer services</b>  | Annexure "C"   |
| <b>14.</b> | <b>Grievance Redressal</b>  | Annexure "D"   |

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. Any change in Fees and charges, terms and conditions shall be communicated by the Company.

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.

|   |  |
|---|--|
| Signature or thumb impression of the Borrower/s | Signature of authorized person of the Lender |
|---|--|

Date:

Location:

RHFL \ MITC \ October 2015

**Annexure "A": Fees and Other Charges**

| Description  | Individual Housing Loans  |
|--|---|
| Cheque Bounce Charges  | Rs 450  |
| Overdue Interest   | 3% pm on unpaid amount  |
| Cheque Swapping Charges  | Rs 500 per swap   |
| Loan reschedulement charges :                                      |   |
| a) EMI Cycle Date Change   | Rs.500 + Interest   |
| b) Tenure/EMI Reschedulement                                       | 2% of POS   |
| NOC Issuance charges   | First "Nil", Duplicate Rs.500   |
| Legal / Collection/ Repossession & Incidental charges              | As per Actuals  |
| Cash Handling Charges  | 1% + applicable S.T for cash receipts for Rs.3 lacs and above.  |
| SPDC retrieval Charges   | Rs.300/- at the time of Pre-closure/Swap/Matured/Customer Induced cancellations.<br>Rs.450/- up to sixty days from the day of Pre-closure/Swap/Matured/Customer Induced cancellations.        |
| Conversion Charges   | 0.5% of Outstanding Principal   |
| Non Refundable Fee   | Loan up to Rs 28 lacs - Rs. 3,000/- + S.T<br>Loan >Rs 28 lacs - Rs. 6500/- + S.T  |
| Copies of Loan Documents/ Agreement/Retrieval of Share Certificate | Rs.500/- per LAN  |
| Charges on Part Disbursement                                       | Rs.750/-  |
| Prepayment Statement Charges                                       | Rs.200/-  |
| Statement of Account / Amortization Schedule                       | Nil Charges   |
| Prepayment Charges in case of Floating Rate                        | 1) "Nil" for all floating rate term loans sanctioned to "individual borrowers"<br>2) Prepayment charges will be applicable for Loan in which company, firm, etc. is a borrower or co-borrower |

|                                    |  |
|------------------------------------|--|
| <b>Semi Fixed rate of Interest</b> | 1) "Nil" prepayment charges, if the loan has been <u>converted in floating rate of interest at the time of pre payment / pre closure.</u><br><br>2) In case loan is on <u>Fixed Rate at the time of closure</u> , Prepayment Charges are "Nil" if <u>Loan is pre closed through "Own Source"* of funds</u> (It would be chargeable if closed through other than own source.) |
| <b>Fixed</b>                       | Prepayment Charges are applicable if Housing Loan is not pre closed by "Own Source" * of funds   |
| <b>Loan cancellation Charges</b>   | Cancellation charges of Rs 3000/- along with applicable interest amount from the date of disbursement till the date of cancellation will be charged.   |

**Note:-**

**\*Own Sources-** means any source other than by Borrowing from a Bank/NBFC/HFC & /or Financial Institutions.

**Fees & Charges** are subject to change from time to time.

**Annexure "B": Brief procedure to be followed for Recovery of overdues**

1. If one or more of the Events of Defaults shall have occurred, then, the Lender, by a written notice to the Borrower may declare the principal and all accrued interest and charges on the Loan which may be payable by the Borrower under or in terms of this Agreement and/or any other agreements, documents subsisting between the 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.
2. 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 shall forthwith give to the Lender notice thereof in writing specifying such Event of Default, or such event.
3. All reasonable costs incurred by Lender after an Event of Default has occurred in connection with:
  - a. Preservation of the Borrower's Property (whether now or hereafter existing); or
  - b. Collection of amounts due under this Agreement may be charged to the Borrower and reimbursed, as the Lender shall specify.
4. The Lender may issue any certificate as regards payment of any amounts paid by the Borrower to Lender in terms of this Agreement only if the Borrower has paid all amounts due under this Agreement to the Lender and the Borrower has complied with all the terms of this Agreement.
5. 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.

**Annexure “C”: Customer services**

|                   |  |  |
|-------------------|--|--|
| A                 | Visiting Hours at office   | <b>Between 9:30 am - 5:30 pm<br/>(from Monday to Saturday (Except Public Holidays and 2nd &amp; 4th Saturday))</b> |
| B                 | Details of person to be contacted for customer service   | <b>Branch Customer Service Manager<br/>of your nearest branch</b>  |
| C                 | Procedure to obtain the following including time line therefore:   | <b>Request to be addressed to the<br/>Branch Customer Service Team.</b>  |
| i.<br>ii.<br>iii. | Loan account statement<br>Photocopy of the title documents<br>Return of original documents on closure/transfer of the loan | TAT<br><b>2 working days<br/>12 working days<br/>15 working days</b>   |

**Annexure “D” : Grievance Redressal**

**Modes of Raising Complaint:**

The customer may raise his complaint in writing, orally, electronically, through website or over telephone.

1. Walk in at Branch/Call at branch: All branches are maintaining Customer Complaint Registers. The customer may approach Branch Customer Service to register a complaint in the register. Also, written complaints may be handed over at the branch or sent by post / courier.
2. Call Centre: It is another avenue to record complaints and deficiencies in service. Calls to Call Centre will be processed through a well laid down process flow within a committed time and escalation provision.

Call us on 1800 200 3838 or 022-3989 3838 between 9.30 - 5.30

From Monday to Saturday (Except Public Holidays and 2nd 4th Saturday)

3. Electronic mail: The customers may raise a complaint through mail at.

customercare@reliancehomefinance.com

4. Online Grievance Redressal Mechanism: The company has also enabled an Online Grievance Redressal Mechanism whereby grievances can be lodged online and will be attended as per the time schedule with an inbuilt escalation process by which the complaint get escalated to higher offices in case of non fulfillment within time. The facility has been provided to customer to register the complaint online for speedy redressal.

Level 1: If you are not satisfied with the resolution provided by our customer service team , please click on the link (provided in website) to write to Head - Customer Service. We will reply you within 7 working days. Write to Customer Service Head at the below address:

**Head-Customer Service,**

Reliance Home Finance Limited,  
3rd Floor, 570, Rectifier House,  
Naigaum Cross Road,  
Wadala, Mumbai- 400031

Level 2: If you are still not satisfied with the resolution provided by Head - Customer service , please click on the link (provided on website) to write to Mr. Haridas Nair, Nodal Officer . You will get a reply to your complaint within 7 working days. Or **Write to Customer Service Nodal Officer at the below address:**

**The Nodal officer,****Mr. Haridas Nair - Customer Service,**

Reliance Home Finance Limited,  
3rd Floor, 570, Rectifier House,  
Naigaum Cross Road,  
Wadala, Mumbai- 400031.  
Haridas.sk.nair@relianceada.com  
Phone Number: 022-30127585 / 39377779  
Fax: 022-30479450

Level 3: In case you do not receive response from the company within reasonable time or are dissatisfied with the response received, you may approach National Housing Bank:

- a. Email – [Crcell@nhb.org.in](mailto:Crcell@nhb.org.in) Or Online at the link (<https://grids.nhbonline.org.in>) or
- b. In offline mode, Send your complaint in prescribed NHB format (<http://nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf>) to the below address:

**National Housing Bank,**  
Department of Regulation and Supervision  
(Complaint Redressal Cell)  
4th Floor, Core-5A, India Habitat Centre  
Lodhi Road, New Delhi 110 003.

**Resolution of Grievances:**

The respective Customer Service Officer/Manager at the branch is responsible for the resolution of complaints/grievances in respect of customer's service by the branch. He would be responsible for ensuring closure of all complaints received at the branches.

It is his foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue. If the branch customer service manager feels that it is not possible at his level to solve the problem he may refer the case to Customer Service Head /Nodal Officer for resolution.

**Time Frame:**

If a complaint is received from customer in writing, RHFL shall send an acknowledgement/ response within a week.

If the complaint is relayed over phone at our designated telephone helpdesk or customer service number, the Company shall provide to the Customer a complaint reference number and keep him/ her informed of the progress within a reasonable period of time.

After examining the matter, the Company will send final response or explain why the company needs more time to respond and shall endeavor to do so within six weeks of receipt of complaint and shall inform the customer mechanism to take the complaint further if he/ she is still not satisfied.