

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Major Terms and Conditions of the Loan, agreed to between the Borrower(s) and the Reliance Home Finance Limited, a Housing Finance Company registered with the National Housing Bank and incorporated under the provisions of Companies Act, 1956 and having its registered office at Reliance Centre, 6th Floor, South Wing, Off Western Express Highway, Santacruz East, Mumbai - 400 055, hereinafter called "RHFL" are agreed upon and mentioned as under:

The MITCs mentioned here are merely indicative and not exhaustive. The Loan shall be governed by the Loan Documents including the Sanction Letter, security documents and other ancillary documents. In the event on a contradiction between the terms and conditions set out herein and the Loan Documents, the terms and conditions of the Loan Documents shall prevail.

1) Loan:

The Loan shall be determined on the basis of the credit appraisal of the profile, income and valuation of the Security being offered. The term of the Loan, Loan Amount, its purpose, the applicable rate of interest and the tenure shall be as set out under the Sanction Letter. Please read the Sanction Letter carefully for specific details.

Rate of Interest (ROI): -Interest rates on Loans are linked to the PLR i.e. index rate of RHFL, which is uploaded on the RHFL's Website (<http://www.Reliancehomefinance.com/>). Floating/Adjustable Rates of Interest linked to the PLR of the RHFL, are offered. ROI may be revised upwards or downwards from time to time due to changes in the PLR. The RHFL at its discretion shall be entitled to review the PLR from time to time. The RHFL shall have the option to reduce or increase the EMI or extend the repayment period or both consequent upon revision in the ROI. Interest on the loan will be charged at prevailing ROI on monthly rests. Please read the Sanction Letter carefully for specific details.

Notwithstanding anything to the contrary stated hereinabove, the rate of interest is subject to revision in terms of the Disbursement Letter to be executed by you.

Borrower shall be deemed to have notice of changes in ROI whenever there are changes in PLR which may either be displayed on the Notice Board of the Branch or published in Newspapers or uploaded on the RHFL's Web Site or informed to the Borrower by way of a Letter / E-mail / SMS / Phone Call and the Borrower is liable to pay such revised ROI.

Tenure: The Loan tenure shall be fixed at the discretion of RHFL & same will be part of Sanction letter which shall depend on the age of the Borrower(s), risk profile, age of the Property and the specific product/ program opted by the Borrower(s). The tenure of the Loan may be modified by RHFL in its sole discretion at any time during the Loan. Please read the Sanction Letter carefully for specific details.

Purpose of Loan: The purpose shall be as set out under the Sanction Letter. Please read the Sanction Letter carefully for specific details.

However end use of the loan should not be for purchase of gold in any form, including primary gold, gold bullion, gold jewellery, gold coins, Units of gold Exchange Traded Funds (ETF) and units of gold Mutual Funds.

2) Security:

The Loan will be secured by Equitable / Registered Mortgage / extension of Mortgage of the Property for which the Loan is sanctioned. In addition to Mortgage of the Property, the RHFL may stipulate, at its discretion, Security of adequate value in the form of Life Insurance Policies, Government Promissory Notes, Shares / Debentures, Term Deposits or such other Security as may be deemed appropriate. The RHFL may also stipulate a Third Party Guarantee, as the RHFL may deem fit.

The Loan shall be secured by first and exclusive charge on the Property/ies offered as security (the details whereof are set out in the Loan Documents / Security Documents) which shall have a clear, marketable and unencumbered title. The Borrower(s) shall bear all the charges payable for the creation of said Security and shall take all the steps required for the perfection thereof. The plan for the construction of the Property offered as Security shall be approved by the competent authority and the same shall not be violated by the Borrower(s) or any other person at any point of time during the currency of the Loan

3) Insurance of property/Borrowers:

Personal Insurance: Customers can opt for insurance cover on the Life of the Borrower(s) which would cover, the liability outstanding under the loan account at the time of death of the Policy holder, depending upon the sum assured. Availing such insurance cover is optional.

Property Insurance: It will be the Borrower(s)' responsibility to ensure that the Property offered as Security is duly and properly insured against fire and other hazards for an amount specified by RHFL during the period of this Loan with RHFL as sole beneficiary. Regardless of the amount being specified by RHFL for the said purpose, the Borrower(s) shall remain absolutely obligated to insure the Property/ies for an adequate amount.

The terms & conditions including claims & coverage will be governed by the issuer of such insurance policy. Please note that the role of RHFL under the insurance policy would be that of a facilitator and the decision to cover and settle any future claim under the policy would solely rest with the insurance company. Insurance is the subject matter of solicitation.

4) Conditions for Disbursement of the Loan:

The conditions for the Disbursement of the Loan shall be mentioned under the Loan Documents in detail. However, some of the salient and major conditions are mentioned below:

- i. Submission of all relevant documents as mentioned by RHFL in the Loan Documents and / or Sanction Letter.
- ii. Legal & technical appraisal of the Property/ies.
- iii. Payment of own contribution by the Borrower(s)
- iv. End use of the loan
- v. Undertaking by the Borrower to regularly provide RHFL information, including details regarding progress / delay in construction, any major damage to the Property/ies, change in employment/ contact details, non-payment of taxes pertaining to Property/ies, etc.

- vi. The construction is being undertaken as per the approved plans.
- vii. The Borrower(s) has satisfied himself/herself that required approvals for the project have been obtained by the developer.
- viii. All required approvals for the Property have been obtained and are available with the seller in case the Property is being purchased in resale.
- 5) Schedule of fees & charges:

Description	Charges (Home Loan & Loan against Property)	Charges (Construction Finance)
Processing Fees	Up to 2% (including non-refundable fees of Rs. 3500/- for Loan up to Rs 35Lakh & 4500/- for Loan more than Rs 35Lakh)	Up to 3%
Documentation charges	Loan up to Rs 35Lakh: Rs. 2500/- Loan more than Rs 35Lakh: Rs. 5000/-	-
Stamping / Franking Charges for Loan	Applicable as per the respective State's Stamp Act.	
CERSAI Charges	Rs. 500/- per property	-
Charges for Change in Property / Asset / Collateral	Rs. 0.5% of Principal outstanding	-
Dishonor Charges	Rs. 750/- per instance (inclusive of Taxes)	
Overdue Interest	3% pm on unpaid amount	
Loan cancellation Charges	Rs. 10000/- along with applicable interest amount from the date of disbursement till the date of cancellation will be charged	
Part/Full Prepayment charges	<ul style="list-style-type: none"> • In case where customer has opted fixed ROI or Borrower or CoBorrower/s is/are Non-Individual: <ol style="list-style-type: none"> 1. For Loan against Property cases: 4% of Principal Outstanding. 2. For Home Loans: <ul style="list-style-type: none"> - Between 6-12 Months from Disb.: 5% on Principal outstanding - Between 13-24 Months from Disb.: 3% on Principal outstanding - After 24 Months from Disb.: 2% on Principle outstanding. 3. For Construction Finance: 5% of Principal Outstanding. 4. No Prepayment is allowed till the lapse of Lock-in-period of 6 months after date of disbursement. 5. For Part Prepayment any time after the Lock-in Period, Prepayment Charges shall be 5% or 4% or 3% or 2% (as applicable) of the Prepayment Amount. 6. If, for any reason, the Customer wants to make any Full / Part Prepayment before completion of the Lock-in Period, in addition to the Prepayment Charges as specified above, Interest for the Broken Lock-in period shall also be levied. • In case of floating rate of Interest, the foreclosure Charges in case of individual Borrower & Co-borrowers would be NIL. They can close without any part/full prepayment charges. • In case of combo Rate of Interest: <ul style="list-style-type: none"> - For individual Borrowers, the Foreclosure charges on/during the fixed rate of Interest Tenure, would be the same as specified above for Fixed Rate of Interest & during Floating rate of interest tenure, FC charges would be NIL. - For Non-individual borrowers/Co-borrowers, the foreclosure charges would be the same as specified for the fixed Rate of Interest above. 	
Charges for change in EMI Cycle	Rs. 500/- + Broken period Interest	Rs. 3000/- + Broken period Interest
Switch Fees / Rate reduction charges	Tenure/EMI: Upto 2% of Principal Outstanding	Tenure/EMI: Upto 3% of Principal Outstanding
Charges for Interest Certificate / Account Statement	Free once in a Financial Year. Thereafter, Rs. 500/- (per instance)	
Charges for copies of any documents (per LAN per retrieval)	Rs. 1000/- per LAN per Retrieval for any document, Rs. 2500/- per LAN complete file	
Charges for NOC/ No Dues certificate.	First "Nil", Duplicate Rs. 500/-	
Prepayment/Foreclosure Statement Charges	Rs.500/- per request	
Repayment Mode / Account swap charges	Rs.500/- per swap	
Changing Fixed Rate to Floating & Vice versa	0.5% of Principal Outstanding	
SPDC retrieval Charges	Rs. 500/- up to 60 days from the day of Pre-closure/ Swap/ Matured/ Customer induced transaction	

Charges for Part Disbursement	Rs.1000/- per request	-
Commitment charges or Loan downsizing charges	2% of undisbursed amount	-
Re-issuance of Pay Order/Disbursement Cheque	Rs.1000/- per instance	
List of Documents	Rs.1000/- per request	
Original Property Document handling / retrieval charges	Rs.1500/- per retrieval	
Legal / Collection/ Repossession & Incidental charges	As per Actual	
Cash Handling Charges. (Maximum permissible cash receipts : Rs 2Lakh)	1% of cash receipts for more than Rs.50000/-	
Non Compliance with Sanction Terms and Conditions (monitoring related)	-	2.0% of Principal Outstanding
Security Trustee & Escrow Agent Fees/charges	-	As per Actual

- ◆ RHFL reserves the right to modify any charges from time to time or to introduce any new charges, as it may deem appropriate and would publish them on **the RHFL's website**.
- ◆ All charges mentioned above are subject to changes from time to time as per Circulars and guidelines issued by the regulatory authorities.
- ◆ All applicable fees & charges are subject to levy of applicable Tax + surcharge, if payable, is to be paid in addition to the fees/charges.

6) Repayment:

Loans are to be repaid by way of Equated Monthly Installments (EMI) over the tenure of the Loan. The Repayment commences from a Date specified by the RHFL at the time of Disbursement. EMI Due Dates would generally be 5th & 10th of a Month as may be chosen by the Borrower and accepted by the RHFL. Repayment can be made by way of ACH/ECS or as the RHFL may accept.

Before commencement of EMI, the Borrower may be liable to pay Pre-EMI Interest (PEMII) if the RHFL so communicates at the time of disbursement. This would generally be applicable in case of Disbursement within the specified period before the first EMI Due Date agreed upon. PEMII is calculated at the prevailing ROI on the Loan Amount for the No. of Days remaining till the upcoming Due Date of payment of Installment (EMI / PEMII).

The Loan will be considered as Fully Repaid only when all the Dues are paid and the Outstanding Loan amount becomes Zero.

7) Default:

In case of Default (i.e., if the Amount Due is not paid by the Due Date), the RHFL will try to inform the Customer by Post / FAX / Telephone / E-mail / SMS and/or through authorized representatives appointed for Collection purposes, about repayment of the loan/facility due and payable by the borrower.

In the event of default RHFL reserves the right to undertake such necessary processes/measures to enforce its rights under the Loan Documents including but not limited to charging Additional Interest for the delayed payment, recovery of over dues by enforcing the Security in accordance with the remedy available under the Law. The actual procedure shall be determined by RHFL depending upon the circumstances of each case.

Statement of Account would be sent to customer annually once, preferable, beginning of every financial year.

8) Customer Services:

Visiting Hours at office: Between 9:30 am - 5:30 pm (from Monday to Saturday except Public Holidays and 2nd & 3rd Saturdays)

Details of person to be contacted for customer service: Branch Customer Service Manager of your nearest branch

Procedure to obtain the following including time line therefore: Request to be addressed to the Branch Customer Service Team.

Loan account statement: 1 working day

Photocopy of the title documents: 15 working days

Return of original documents on closure/transfer of the loan 15 working days

For any requirement, you may contact our Customer Care at Call us on 1800 300 90909 or 022-3967 1600 between 9.30 am - 5.30 pm from Monday to Saturday (Except Public Holidays and 2nd & 3rd Saturdays)

9) Grievance Redressal:

There can be instances where the Borrower is not satisfied with the services provided. To highlight such instances & register a complaint the Borrower may follow the following process:

- Customer can register the complaint either by way of a Letter or visit the branch office personally and make an entry of the complaint/ grievance in the Complaint Register maintained by the Branch or
- Can write to RHFL by accessing its website www.reliancehomefinance.com or
- Customer can record the complaint by calling customer care number as mentioned above or by writing mail at customercare@reliancehomefinance.com

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

In case the concern remains unresolved beyond a period of 15 days, the customer may escalate the matter to The Nodal Officer at: Reliance Home Finance Ltd, Reliance Centre, 6th Floor, South Wing, Off Western Express Highway, Santacruz East, Mumbai - 400 055
After examining the matter, the RHFL will send final response or explain why the RHFL 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.

In case the complainant is still dissatisfied with the response received/ or where no response is received, the complainant may approach the Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor Core 5A, India Habitat Center, Lodhi Road, New Delhi – 110 003 or email at <https://grids.nhbonline.org.in>

The respective Customer Service Officer/Manager at the branch is responsible for the resolution of complaints/grievances in respect of customer 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/her level to solve the problem he may refer the case to Customer Service Head /Nodal Officer for resolution.

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 RHFL.

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

Disclaimer:

Credit is at the sole discretion of Reliance Home Finance Limited and is subject to Collection and Verification of Documents and other Information, Credit Bureau Checks, Personal Discussion (PD), and other Checks as may be felt necessary by the RHFL. The Final Offering may be different from any initially communicated offer. The RHFL may make available any information in the Application Form and other Documents submitted to the RHFL and information pertaining to the Loan to any institution or body. RHFL shall be in no way responsible for non-receipt of intimations/communications to the previously registered Addresses, Phone Numbers, Mobile Numbers, E-mail id, etc. The MITC are only indicative and not exhaustive. For detailed terms and conditions of the loan, please refer to the Loan document / Sanction Letter

Signature or thumb impression of the Borrower/s

Signature of authorized person of the RHFL

1) -----

2) -----

3) -----

4) -----

5) -----

Date:

Location: