

**MOST IMPORTANT TERMS & CONDITIONS (MITC)**  
**(For Home Loans / Loan against Property)**

Dear Customer,

Thank you for availing \_\_\_\_\_ Loan from IndoStar Home Finance Private Limited (**IHFPL**). The Most Important Terms and Conditions agreed to between \_\_\_\_\_ (**Borrower**) and IHFPL are as under:

**1. Loan No:**

Sanctioned Amount (in INR) : \_\_\_\_\_  
Tenor (in months) : \_\_\_\_\_

**2. Interest:**

Interest Type :  Floating  Fixed + Floating  
Interest Rate p.a. : \_\_\_\_\_

Linked IHFPL-Reference Rate on date : \_\_\_\_\_  
Moratorium or Subsidy : \_\_\_\_\_  
Date of reset of Interest : \_\_\_\_\_

**3. Installment Type:**

Installment Type : Equated Monthly Installments (EMI)  
No. of Installments : \_\_\_\_\_  
Proposed EMI Amount (in INR) : \_\_\_\_\_  
EMI Date : \_\_\_\_\_ of each month

**4. Purpose of Loan**

\_\_\_\_\_

**5. Security/ Collateral for the Loan:**

Mortgage : \_\_\_\_\_  
Guarantee : \_\_\_\_\_  
Other Security, if any : \_\_\_\_\_

**6. Fees and other Charges**

*Fees and Charges schedule			
Cheque/ECS Bounce Charges	INR 500/-	Duplicate No Due Certificate	INR 500/-
Cheque/ECS Swap Charges	INR 500/- per set	Document Retrieval Charges	INR 1000/-
Duplicate Statement of Account/ IT Certificate	INR 250/-	Cheque/Cash Collection Charges	INR 250/- per visit
Foreclosure Statement	INR 500/-	Penalty for delayed payments	2% p.m. on the amount due
Admin Fees (Only for CLSS)	INR 6000/-	Loan cancellation Charges	INR 1000/- + interest till date of cancellation
Nil processing fees for PMAY-CLSS	INR 6000/-		
Login Fees	INR 5000	Technical and Valuation Fees in construction linked Loans	INR 500/- per instance
CERSAI Charges	INR 100/- per property	Part Payment Charges	NIL
Copy of Property Documents	INR 1000/-	Stamping/Frinking Charges	At actuals
Recovery/Collection Charges	At actuals		
Processing Fees	For HL – Upto 3% of Loan amount   For LAP / Top Up - Upto 4% of the Loan amount   Subject to minimum INR 2500/-		
Foreclosure Charges (** of the principal outstanding)	Floating Rate Housing/Non Housing loan for Individual - NIL Floating Rate Housing Loan for Non-Individual - NIL Floating Rate Non- Housing Loan for Non-Individual – **3% Fixed Rate Housing / Non Housing Loan for Individual (Own Funds) - NIL Fixed Rate Housing loan for Non Individual (Own Funds) - NIL Fixed Rate Housing /Non Housing Loan for Individual (Other than Own Funds) - **3% Fixed Rate Housing /Non Housing Loan for Non Individual (Other than Own Funds) - **3%		
Conversion Charges (Conversion scheme can be availed only after completion of 1 year from date of first disbursement)	Fixed to Floating - 1% of Loan outstanding   Floating to Fixed - 1.5% of Loan outstanding   Floating to Floating i.e. rate change - 0.5% of Loan outstanding		

\*Above fee and charges are subject to changes and is binding to customers. Any change in the charges would be uploaded on the website and also displayed in our branches. All the above charges / fees are excluding GST (as applicable) and other levies.

**7. Insurance of the Property/ Borrower(s):**

The Borrower(s) shall ensure that the Property, during the pendency of the Loan, is protected and properly insured against all risks. The Borrower(s) hereby agrees that IHFPL shall be made the sole beneficiary under the insurance policy/ policies and the Borrower(s) shall provide evidence thereof regarding IHFPL being made the beneficiary immediately thereafter. The Borrower(s) shall pay the premium amounts promptly and regularly so as to keep the policy/ policies alive at all times during the Tenor of the Loan.

**8. Conditions for Disbursement of the Loan:**

a) Submission of all relevant documents as mentioned by IHFPL in the Sanction Letter/ Transaction Documents within specified timeline. b) Clear Legal & Technical assessment of the Property c) Payment of own contribution, as specified in the Sanction Letter/ Loan Agreement. In case of any alternative arrangement based on a specific product being offered, the same shall be informed to and acknowledged by Borrower(s) d) Creation of Equitable/ Registered Mortgage/ MOE & Charges as prescribed by the state government, if any, to be paid by the Borrower(s) as per actuals e) The construction is being undertaken as per approved plans f)

Disbursement of the Loan will be linked to stages of construction as specified in the Sanction Letter. g) All the required statutory approvals for the Property have been obtained h) Positive verification of all the documents submitted by the Borrower(s) i) CERSAI charge creation j) All Property owners to be on the Loan structure k) Any other specific condition as mentioned in the Sanction Letter/ Transaction Documents.

**9. Recovery of dues/ overdue amounts:**

In case of non-payment of dues, IHFPL shall remind the Borrower(s) for payment of the overdue amount via tele calling, letters, emails or through SMS on the details provided by the Borrower(s). Personal visit by IHFPL employees or by third parties appointed by IHFPL will be done to remind, follow-up and collect outstanding dues. Legal action under the Negotiable Instrument Act, 1881, the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 and/or any other legal action available to IHFPL will be initiated on a case to case basis.

10. Annual outstanding Balance-Statement will be issued between April and June of the subsequent financial year.

**11. Customer Service:**

Modes of communication used by IHFPL to communicate with customers, including changes in interest rate / EMI, typically will be through sms/ letter/ e-mail/ information at branch/ notification on IHFPL's website [www.indostarcapital.com](http://www.indostarcapital.com)

**Visiting Hours** – during branch working hours – Monday to Saturday – 9.30 a.m. to 6.00 p.m. IHFPL branches remain close on Sundays and 1<sup>st</sup> and 2<sup>nd</sup> Saturdays.

**Details of the Person to be contacted for Customer Service** – you can contact the Relationship Manager as mentioned in the sanction letter, or you can write to us at [customerservice@indostarhfc.com](mailto:customerservice@indostarhfc.com) or visit our branch.

**Procedure to obtain Important Documents:**

**(i) Loan Account Statement/ IT Certificate/ Amortisation Schedule:** Borrower(s) needs to request in writing to the branch or at the customer service e-mail id and the requested document will be provided within 7 working days from the date of receipt of the request and Applicable Charges.

**(ii) Photocopy of Title Documents:** Photocopy of the Title Documents will be provided within 7 working days from the date of placing the written request at the branch. Applicable Fees in this regard will be charged.

**(iii) Return of Original Documents on closure/ transfer of Loan:** Original Loan Documents will be returned to the Borrower(s) within 15 working days from date of full and final payment made towards Loan closure / within 15 working days from the date of the transfer of the Loan. If the documents are not collected within the prescribed time-period then the applicable administrative charges shall be collected from the Borrower(s).

**12. Grievance Redressal:**

**Registration of Complaints:** All customer complaints with respect to the products and services offered by IHFPL can be communicated to us by visiting our Branch Office(s) / Registered Office OR by writing to us at [customerservice@indostarhfc.com](mailto:customerservice@indostarhfc.com) or to the Grievance Redressal Officer (GRO) of IHFPL at the Registered Office address.

**How a Complaint should be made:** Borrower(s) shall quote Application no. / Sanction no. / Loan account no. / Complaint details and valid contact information along with email-id, if available, while lodging a complaint.

**When to expect a reply:** IHFPL shall respond to all queries / grievances within reasonable time and keep the customer in informed about the status of their complaints. Each customer complaint being unique in nature, can take up to 6 weeks for complete resolution. In case IHFPL needs more time to respond, the customer shall be informed along with reasons of delay and expected time lines for resolution of their complaints.

**Escalation Matrix:** In case no response is received within the specified timelines or the customer is not satisfied with the resolution, the customer can escalate his/her complaints to the GRO, at One World Center, 20th Floor, Tower 2A, Jupiter Mills Compound, Senapati Bapat Marg, Mumbai – 400013, or 022 43157056, or [jjanardanan@indostarcapital.com](mailto:jjanardanan@indostarcapital.com).

**Escalation to the National Housing Bank:** In case the customer doesn't receive the response from IHFPL within specified time or is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in online mode at the link <https://grids.nhbonline.org.in> or in offline mode by posting in prescribed format, available at the link <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf> to the Complaint Redressal Cell, Department of Regulation and Supervision, National Housing Bank, 4<sup>th</sup> Floor, Core 5 A, India Habitat Center, Lodhi Road, New Delhi – 110 003.

It is hereby agreed that for detailed terms and conditions of the Loan, the parties hereto shall refer to and rely upon the Transaction Documents and Security Documents. In the event of any contradiction between the terms and conditions set out herein and the Transaction Documents / Security Documents, the terms and conditions of the Transaction Documents / Security Documents shall prevail.

The above terms and conditions have been read by the Borrower(s)/s or read over to the Borrower(s) by Mr./Mrs./Ms.....of the IHFPL and have been understood by the Borrower(s).

<p><b>Signature or thumb impression of Borrower</b></p>   <p>Name: _____ Date: _____ Place: _____</p>	<p><b>Signature or thumb impression of Co-Borrower(s)</b></p>   <p>Name: _____ Date: _____ Place: _____</p>	<p><b>For IndoStar Home Finance Private Limited</b></p>   <p>Authorized Signatory</p> <p>Name: _____ Date: _____ Place: _____</p>
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