

All customers whose loan is classified as 'Standard' (Loan days past due not exceeding 90 days) in IndoStar's books as on February 29, 2020 are eligible for the moratorium.

**1) My EMI is due now? Will I be exempt from Paying for the next 3 months basis the RBI announcement?**

In line with IndoStar's Board approved policy, all the borrowers of IndoStar are exempt from paying their EMIs falling due between and including the dates March 1, 2020 and May 31, 2020.

**2) I have honoured my March EMI. However, given that Government has allowed a Moratorium starting March 1, 2020 will I get a refund of my March EMI already paid?**

IndoStar appreciates your timely payment during difficult economic circumstances. IndoStar would appropriate the payment of EMI made by you for the month of March 2020 towards instalment due on your loan in June 2020. As such, you will now need to pay your next instalment due on your loan in July 2020. We look forward to you continuing to serve your loan promptly from July 2020 onward to IndoStar.

**3) Is this a waiver of my next 3 months EMI or only a postponement?**

IndoStar, in line with the RBI Circular, is providing a moratorium of 3 months from paying your EMIs. This is not a waiver of your EMIs. You need pay these EMIs in line with the revised repayment schedule to be shared with you.

**4) Does the moratorium affect my Credit Rating?**

The rescheduling of payments including interest, will not qualify as a default for the purposes of supervisory reporting and reporting to Credit Information Companies (CICs) by IndoStar in line with RBI Circular. Opting for the EMI moratorium will not affect your Credit Rating or Score.

**5) What charges do I have to pay, if I avail EMI moratorium?**

You do not have to pay any charges for availing EMI moratorium. If you avail the EMI moratorium, interest will be levied at prevailing rate of interest on the loan outstanding for the period of EMI moratorium. Such interest shall be adjusted / recovered in the revised instalments of the loan.

**6) I have more than one loan with IndoStar, can I get EMI moratorium for all the loans?**

Yes, EMI moratorium automatically applies to each loan that you have availed from IndoStar. Please remember that interest for the EMI moratorium period will be applicable for each loan separately.

**7) If this is a postponement, how does the Company intend to recover my interest and principal unpaid during moratorium period?**

IndoStar has extended the maturity of your loan by 3 months and has revised the repayment schedule to recover all dues including interest and principal unpaid during moratorium period.

**8) Is it advisable to avail of the moratorium? What should I do if I have adequate funds for repayment of my loan?**

Indostar has in line with the RBI Circular provided you the moratorium for 3 months. However, please note that interest shall continue to accrue on the outstanding portion of the loan during the moratorium period and shall be adjusted / recovered from your future EMIs and the revised repayment schedule will be drawn accordingly. In case you are confident about availability of adequate funds to service your loan hereafter, you can continue to make the payment towards the loan and not avail of the moratorium. In case you wish to opt out of moratorium period and continue

to pay, please reach out to your branch or write to us on our customer service e-mail id - [customerservice@indostarhfc.com](mailto:customerservice@indostarhfc.com).

- 9) How do I make the payment towards the EMI/Pre EMI during the moratorium period, if I wish to?**  
You can make payment of your EMI/Pre EMI through RTGS/NEFT/IMPS/cash. For details, please reach out to your branch or write to us on our customer service e-mail id - [customerservice@indostarhfc.com](mailto:customerservice@indostarhfc.com).
- 10) Will I be exempted from only the interest payment towards the loan during the moratorium period or interest and principal repayment both?**  
In line with the RBI Circular, IndoStar is providing moratorium on 3 instalments of your loan including both, interest and principal repayment.
- 11) If I have some overdues with your company of unpaid instalments prior to March 1, 2020, will I be able to make that payment during this period?**  
IndoStar encourages all its overdue borrowers to continue to make the payment of overdue instalments as on February 29, 2020 even during the moratorium period. This will help ensure a clean track record with no overdue payments.
- 12) If I want to exercise the Moratorium, what would be the procedure that I will need to follow?**  
IndoStar has provided an automatic moratorium to all its borrowers in line with its Board approved policy pursuant to RBI Circular. Borrowers would not need to take any action in this respect.
- 13) During the Moratorium if there is any drop in the interest rate of my loan because of reduction in Prime Lending Rate will I get the benefit? How will this benefit translate to me?**  
In the event IndoStar revises its Prime Lending Rate (PLR) during the moratorium period, interest rates for all eligible borrowers with **floating rate of interest** will be revised accordingly. As is usually the case, revision in rate of interest leads to change in residual tenure of the loan.
- 14) If I have opted for a Moratorium but get extra funds during this period and want to part prepay my Loan to reduce my instalment or tenure, how will you make the adjustment in my loan account?**  
In the event you opt to make any extra payment towards your loan account with IndoStar during the moratorium period, IndoStar will treat it as partial pre-payment of the loan and revise the terms of your loan by making the necessary adjustments on the Loan principal by reducing your residual tenure.
- 15) If I want to transfer my loan during this period to another bank, will I be allowed to do that? What are the charges that I will have to pay?**  
While IndoStar would look forward to serving your financial needs as a valued customer, normal pre -payment charges in line with IndoStar's schedule of charges would be applicable should you choose to transfer the loan to another financial institution.
- 16) Can I foreclose my loan during this period?**  
You can foreclose your loan at any point in time. IndoStar looks forward to serving your financial needs again.

**17) Will the moratorium cover all my loans including the loan given for funding my insurance premium towards my Loan?**

IndoStar has provided an automatic moratorium to all its term loan borrowers from March 1, 2020 to May 31, 2020 irrespective of the end use of the loan. As such, the loan provided for funding your insurance premium is also eligible for moratorium.

**18) Will IndoStar take any action during moratorium period to recover my unpaid instalments which were due prior to March 1, 2020?**

IndoStar has the right to continue its recovery actions involving possession and liquidation of security for its overdues before March 1, 2020.

**\*IndoStar COVID-19 Moratorium Policy and FAQs are further subject to change based on regulatory clarifications**