

CENT BANK HOME FINANCE LIMITED
MOST IMPORTANT TERMS AND CONDITIONS (MITC)
(for Individual Housing Loan)

Application No. _____

Loan A/c No. _____

Major Terms and Conditions of the housing loan agreed to between _____
 _____ (the borrower) and Cent Bank Home Finance Limited are as under :-

1. LOAN :

a) Loan Amount Sanctioned	* Rs. _____ (Rupees _____ only)
b) Purpose of Loan	*
c) Rate of Interest	*
d) Tenure of Loan	* _____ months (However during the pendency of loan, the tenure may get changed depending on increase/decrease in interest rate in case of loan under floating rate of interest)

* will vary from case to case.

2. FEE & OTHER CHARGES :

a) Pre payment Charges	I. Home Loan (Crore Schemes) for - Purchase of Residential Plot/House/Flat - Construction of Residential House/Flat - Renovation/ Extension/ Repairs to Residential House/ Flat : ❖ Under floating rate period, prepayment charges are not applicable. ❖ Under fixed rate period, the prepayment charges will be Nil if paid from own sources else 2% on the loan amount prepaid plus Service Tax. No prepayment charges upto 25% of principal o/s prepaid. ❖ The Company reserves the right to call for necessary documents as an evidence of source of funds. II. Loan Against Property/Loan Against Securitisation of Lease Rentals/Loans for Commercial Premises/ Top-Up Loans : ❖ The prepayment charges are 3% on the loan amount prepaid plus Service Tax.
b) Conversion Charges	2% of the principal outstanding + applicable taxes
c) Cheque Bouncing Charges	1. Cheque/ECS Dishonour Charges: 1 st cheque Rs.250, 2 nd cheque Rs.400/- , third onwards Rs.750/-.
d) Document retrieval charges	Rs.1,000/- plus Service Tax
e) Providing List of Documents	Rs.500/- plus Service Tax
f) Providing Photocopies of Title Documents	Rs.5,00/- plus Service Tax
g) Statement Charges	Rs2,00/- plus Service Tax

h) Late EMI Payment Charges	2.00% per month on the defaulted installments.
i) Recovery Charges	Costs, Charges, Expenses, Incidental Charges and other monies that may have been expended by CBHFL in connection with recovery.
J) CERSAI Charges	
➤ For loans upto Rs.5 lacs	Rs.250/- plus Service Tax for original filing and every subsequent modifications, (if any)
➤ For loans above Rs.5 lacs	Rs.500/- plus Service Tax for original filing and every subsequent modifications, (if any)

CBHFL retains the right to alter any charges or fees from time to time or to introduce any new charges or fees as it may deem appropriate with due information to the borrower.

3. SECURITY FOR THE LOAN :

a) Mortgage (Mention details of the property to be mortgaged as security for the loan)	*
b) Guarantee (mention the name of Guarantors, if any)	*
c) Other Security (mention the details of other securities, if any)	*

* will vary from case to case.

4. Insurance of the Property/ Borrowers	As per Loan Offer Letter and Loan Agreement.
5. Condition for Disbursement of the Loan	As per conditions precedent to disbursement of Loan specified in Loan Offer Letter and Loan Agreement.

6. REPAYMENT OF THE LOAN & INTEREST :

a) Amount of EMI Based on Sanctioned Amount	# Rs. _____
b) Number of EMI (No. of Months) Based on Sanctioned Amount	# _____ # (The amount of EMI and/or number of EMI may get changed, due to change in interest rate/ actual disbursed amount as per the terms and conditions of Loan Offer Letter)
c) Any other details for payment of principal amount of loan and interest including due date/s	As per Loan Offer Letter
d) Procedure for advance intimation of the change in the rate of interest / EMI	Intimation about the changes in the rate of interest / EMI will be given by way of Letters/ Emails/ SMSs as per the terms and conditions of the Loan Offer Letter.

<p>7. Brief procedure for Recovery of Overdues (mention briefly the notice etc. to be given to the borrower for recovery of overdues before proceeding under the applicable law)</p>	<ul style="list-style-type: none"> ▪ Follow upto 30 days from the due date through SMS alerts. ▪ Monthly default notices to the defaulters upto 3 months defaults. ▪ Beyond 3 months & upto 12 months; Default follow up letters. ▪ Letters to guarantors (if any) if the notice sent to the defaulters yields no results. ▪ Letters to Employer of the defaulting borrower, should the borrower continue to default for more than 2 months. ▪ Allotment of default cases of more than 1 month to Recovery Agents. ▪ Personal follow up with Borrowers in addition to RAs wherever necessary. ▪ If default continues for more than 6 months, then SARFAESI action will be initiated.
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8. CUSTOMER SERVICE :

a) Visiting Hours at the Office	Business Hours
b) Details of the person to be contacted for customer service	Officer In Charge of the concerned Area Office/ Business Centre
c) Procedure to obtain the following including time line therefore :	
I. Loan Account Statement	Within a week's time after customer's request
II. Photocopy of the title documents	Within 14 days from the date of written request along with requisite fees
III. Return of original document on closure/ transfer of the Loan	Within 14 days from the date of receipt of request letter from the Borrower subject to clearance of fund

9. GRIEVANCE REDRESSAL :

a) Email ID and other contact details at which complaint can be lodged	The customer may approach concerned Area Office/ Business Centre for his/ her grievance and may submit the complaint in writing, through email or by post/courier. The address & Email IDs are available at www.cbhfl.com
b) Turnaround time for resolving the issue	Seven Working Days
c) Matrix for escalation for lodging the complaints	<p>If customer is not convinced with the redressal of complaint then customer can call or write a mail on the numbers mentioned on the website. After examining the matter, they would be sending their final response within 6 weeks.</p> <p>In case of 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 crccell@nhb.org.in</p>

Disclosure

CBHFL is authorized to disclose from time to time any information relating to the loan to any credit bureau (Existing or Future) approved by Government of India or any authority as may required from time to time without any notice to the applicant. CBHFL is also authorized to make inquiries with the Credit Information Bureau of India (CIBIL) and get the applicants Credit Information Report. The most Important Terms and Conditions mentioned above are an indicative list of terms and conditions of our loan products. These terms and conditions are further described in our loan agreement under relevant sections/ schedules and therefore should be read in conjunction with those mentioned in the loan agreement.

It is hereby agreed that for details 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.

The above terms and conditions have been read by the borrower/s read over to the borrower/s by Shri/Smt./Kum. _____ (by our official) of the Company and have been understood by the borrower/s.

(Signature or thumb impression
of the Borrower/s

(Signature of the Authorised Person
of CBHFL)

Date :

Place :

Note : Duplicate copy of the MITC should be handed over to the borrower/s.

