



MOST IMPORTANT TERMS AND CONDITION (MITC)

Major terms and condition of the housing loan agreed to between (the borrower) and Supreme Housing Finance Limited (hereinafter referred as “SHFL” or Company) are as under :

Loan Account Number (LAN): _____

1. Loan Details

S.No.	Particulars	Details
1	Sanctioned Loan Amount	
2	Purpose of Loan	
3	Loan Tenure	
4	Repayment of Loan	Through monthly installments
5	EMI	(Rs.) _____ (Subject to change with a change in SHFL Prime Lending Rate/SHFL Reference Rate, in case of floating rate of interest)
6	Date of Commencement of EMI	
7	Due date of payment of EMI	
8	Interest Rate Type	Fixed
9	Interest chargeable	_____ which is SHFL Prime Lending Rate/SHFL Reference Rate +/- _____ %
10	Moratorium,if any	
11	Date of Reset of Interest Rate	
12	Modes of communication of changes in interest rate	Through Letter/email/SMS/call on the registered phone / mobile number/Notice Board / updation on website (www.supremehomeloans.com) / other source of communication

2. Fee and Other Charges

S. No.	Particulars	Details
1	Login Fee	Up to Rs. 5,000/- + GST to be paid with application (Non Refundable) .
2	Processing Fee	Up to 5 % + GST (Home Loans) Up to 5.5 % + GST (Others) to be collected before disbursement or deducted from first disbursement.
3	PDD Charges	Up to Rs. 2000+GST
4	CERSAI Fees	<ul style="list-style-type: none"> • Rs. 75/- + applicable taxes for Loans upto Rs. 5.00 lacs (original filling and for modification) • Rs. 100/- + applicable taxes for Loans above Rs. 5.00 lacs (original filling and for modification) •
5	Tranch Visit Fees	Upto 500/- + GST (Per Tranch)
6	PDC / ECS/ACH Dishonour Charges	Rs.500/- + GST for each PDC/ECS/ACH bounce
7	Late Payment Charges	36% per annum of Outstanding EMI
8	PDC/ECS Swapping charges	Rs. 500/- + GST per instance
9	Foreclosure Statement Charges	Rs. 1000/- + GST
10	Photocopy of Property Documents	Rs. 500/- + GST

11	Document Retrieval Charges	Rs. 1,000/- + GST
12	Duplicate Annual Account Statement / Provisional Certificate	Rs. 500/- + GST
13	Cheque/ECS/ACH/EMI Cycle Change	Rs 1,000/- + GST
14	List of documents Charges	Rs 500/- + GST
15	Property Swap Charges	2% of Principal Amount Outstanding + GST or Minimum Rs. 10000 whichever is high.
16	Statement of Account	Rs. 500/- + GST
17	Each Personal Visit to Customer's Place for Collection of Dues	Rs. 250/- per visit + GST
18	Loan Cancellation Charges	Rs.5,000/- + GST + Rate of Interest from the date of disbursement till the date of request for cancellation
19	Recovery Charges (Legal / Repossession & Incidental)	As per actual
20	Custodian Fee for keeping property documents in closed loans beyond 1 month of closure	Rs. 500/- per month + GST
21	Fee refundable (if loan not sanctioned/disbursed)	The Login Fee and Processing Fee is not refundable
22	Miscellaneous	Borrower is bound to pay the charges i.e. processing fees, insurance charges etc. separately by cheque to the company prior/at the time of disbursement. If the Borrower is not able to bring these charges than at the request of the Borrower, the company will deduct the same from the Disbursed Lan amount and the borrower agrees to pay the interest on full disbursed amount.

Note:

- Stamp duty, e-filing charges, GST, Fee, Taxes and other statutory dues applicable on the Security documents or Transaction documents may vary depending on the location and will be charged from the borrower in addition to processing fees.

3. Pre Payment/ Foreclosure Charges

Loan Type	Customer Type		
Home Loan	Individual		
	Fixed Rate	If prepayment made from own sources via own savings account	Nil, subject to acceptable proof for own sources
		If prepayment through Balance Transfer from other Bank/HFC/NBFC etc.	10%+GST of the principal outstanding on the date of prepayment.
	Floating Rate	Nil	
	Non Individual		
	Full Prepayment	Part Prepayment	
	10% + GST on all amount prepaid during last 12 month from the date of foreclosure	NIL	

Loan Type	Customer Type	
Loan Against Property	Individual and Non Individual	
	Full Prepayment	Part Prepayment
	10% + GST on all amount prepaid during last 12 month from the date of foreclosure	NIL

4. Security for the Loan:

S. No.	Particulars	Details
1	Property to be mortgaged	Address of the property:
2	Name of guarantor/s if applicable	
3	Other security/ies (if any)	

5. Insurance of the Property/Borrowers: Non-mandatory

Insurance of the Borrower	Requirement: To Ensure and Protect the Life of Borrower
	Features: Life Coverage of the Insured
Insurance of the Property	Requirement: To Ensure that Property offered as security to be insured against the losses occurred due to earthquake, fire, flood, explosion, storm, tempest, etc.
	Features: To indemnify the losses occurred due to earthquake, fire, flood, explosion, storm, tempest, etc.

Cost of the same shall be borne by the borrower

Note: SHFL may act only as a facilitator for insurance and shall have no liability for any claim under the policies.

6. Conditions for Disbursement of the Loan/ Installment of the Loan:

- Submission of all relevant documents as mentioned by SHFL in the sanction letter / Loan agreement.
- Legal and Technical assessment of the property.
- Payment of own contribution by the borrower (total cost of flat/house less than the loan amount), as specified in the sanction letter. In case of any alternative arrangement based on a specific product being offered by SHFL, the same shall be informed to and acknowledged by the Borrower.
- The construction is being undertaken as per the approved plan.
- Customer has satisfied himself/herself that required approvals for the project have been obtained by the developer.
- Execution of loan agreement and such other ancillary documents.
- Submission of post dated cheques/ACH etc. towards repayment of installments.
- Creation of security in favour of SHFL.
- Utilisation of disbursement should be towards acquisition/construction of property or as per the end use specified.
- Insurance cover, as applicable, to be provided.
- All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale.
- No circumstances shall have occurred, which in the opinion of SHFL, may make it improbable / impossible for the Borrower to fulfill the obligation of Home Loan Agreement and other standard documents executed by the Borrower for availing the loan.

For under construction property / Extension/ Repair/ Renovation, the sanctioned amount will be released in stages depending upon the progress in construction and after ensuring investment of margin money / construction as per approved plan and estimates.

7. Repayment of the Loan and Interest:

The Loan is repaid by way of Equated Monthly Installments (EMI), which comprises of both principal and interest component. Repayment commences from the month following the month in which final disbursement of the loan is availed. Pending Final disbursement, simple interest is applicable on the loan disbursed. This interest on the amount disbursed is called Pre-EMI. Pre-EMI interest is payable every month from the date of each disbursement upto date of commencement of EMI.

Interest shall be calculated on monthly reducing balance.

The EMI / PEMI for your Loan is:

PEMI to be deducted from disbursement amount .

Numbers of instalments to be paid are:

PEMIs and EMIs shall be **re-paid** through post-dated Cheques (PDCs) / Automated Clearing House (ACH) **method by**

Modes of communication of changes in interest rate: through email / SMS / call on the registered phone / mobile number.

8. Brief procedure for Recovery of overdues:

On the Occurrence of Event of Default as mentioned in the Loan Agreement, the Borrower may be sent reminder from time to time for payment of the outstanding amount on his loan account by post, fax, telephone, e-mail, sms and/or through third parties appointed for collection purposes to remind, follow-up and collect dues. The Collection methodology broadly includes the following:

- a) **Tele-Calling:** It involves contacting the Borrower over the phone and reminding about the overdue amount and requesting to pay the arrears at the earliest.
- b) **Field Visit and Collection:** It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of SHFL or by its authorized representative.
- c) **Legal action** shall be taken based on circumstances of each delinquent account, as per the policy of SHFL and pursuant to the provision of applicable laws.

Hence, SHFL shall use a judicious mix of tele-calling, field visit, written communication and legal action to ensure proper and effective collection and recovery of overdue amount for the different category of delinquent account.

9. Date on which annual outstanding balance statement will be issued – Within 30 days of the closure of financial year.

10. Customer Services

S. No.	Particulars	Details
1	Visiting hours	10 a.m. - 5 p.m.; Monday -Friday
2	Contact person	Manager - Customer Care
3	Contact number	1800 12077778
4	E-mail ID	customercare@supremehomeloans.com
5*	Timeline for:	
	Loan account statement	Within 15 working days
	Photocopy of title documents	Within 15 working days
	Return of original documents on closure/Transfer of loan	Within 30 working days

* For the above mentioned documents customer may contact at the details mentioned below in **Grievance Redressal**.

11. Grievance Redressal:

At SHFL, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

SHFL provides customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step 1

In case of any complaint/grievance regarding the loan, the customer may approach Branch Incharge of the business location where he/she had his/her account and make an entry in the Complaint Register maintained at the Branch (During the working hours from 10 am to 5 pm).

On registering the complaint, the customer should obtain complaint number and date for future reference.

Customer may also write / communicate with the concerned location for redressal of the grievance.

We will try to resolve the complaint **within 30 working days of receipt of the same**.

Step 2

If the customer is still not satisfied with the resolution he/she receives or the customer does not receive any response for the complaint within 30 working days, the customer may contact our Head Office. The customer can:

- send an email to customercare@supremehomeloans.com, or
- call us at 1800 12077778 between 10 am – 5 pm from Monday to Friday. (Except Public Holidays),or
- write to us at:

Customer Care Department,
Supreme Housing Finance Limited
2nd Floor, Harsha Bhawan, 13/29, E- Block
Middle Circle, Connaught Place, New Delhi-110001

We assure you that the complaint will be looked into at the earliest.

Step 3

If the complaint still remains unresolved for 30 days, the customer may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank('NHB') for redressal of the complaints at below address:

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

The customer can also approach the Complaint Redressal Cell of NHB by lodging its complaints in online mode at the link <https://grids.nhbonline.org.in> or e-mail them at crcell@nhb.org.in or in offline mode by post, in prescribed format available at link <http://nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB-Physical-Mode.pdf> to Complaint Redressal Cell, Department of Regulation and Supervision, National Housing Bank, 4th Floor, Core 5-A, India Habitat Centre, Lodhi Road, New Delhi 110 003.

Disclosure:

SHFL is authorized to disclose from time to time any information relating to the loan to any Credit Bureau (existing or future) approved by Govt of India or any authority as may required from time to time without any notice to the customer.

It is hereby agreed that for detailed terms and conditions of the loan, the parties hereto shall refer to and rely upon loan agreement and other security documents executed/ to be executed by them. The details contained in this document may be subject to change as per company policy and in line with the terms contained in the Loan Agreement.

The above terms and conditions have been read by the borrower(s) /read over to the borrower(s) by Mr/ Ms..... of the Company in borrower(s) vernacular language and have been understood by the borrower(s).

Signature or thumb impression of the Borrower/(s)
Guarantor(s)

Signature & Name of the authorized person
Supreme Housing Finance Limited

Place:

Date:

Note: Duplicate copy of the MITC should be handed-over to the borrower(s).