



SUNDARAM HOME

Registered Office: 21 PATULLOS ROAD, CHENNAI – 600 002

CUSTOMER INFORMATION BOOKLET

Particulars

RBI Certificate

List of SHFL Products

Deposit Interest Rate Slip

Annual Percentage Rate

Fee and Other Charges

KYC AML requirement & Grievance Redressal

Time norms for Common Transaction

Fair Practice Code

Most Important Terms and Conditions

भारतीय रिज़र्व बैंक

विनियमन विभाग



RESERVE BANK OF INDIA
DEPARTMENT OF REGULATION



पंजीकरण प्रमाण पत्र

CERTIFICATE OF REGISTRATION

(पंजीकरण प्रमाण पत्र जारी करने के लिए वैध नहीं)

(Not valid for accepting Public Deposits)



संख्या
No. **DOR-00010**

In lieu of CoR No. 01.0010.01
dated 10.01.2008 issued by NHB

राष्ट्रीय आवास बैंक अधिनियम, 1987 की धारा 29 ए के द्वारा भारतीय रिज़र्व बैंक को प्रदत्त शक्तियों का प्रयोग करते हुए **सुंदरम होम फाइनांस लिमिटेड** को
(पूर्ववर्ती नाम "सुंदरम बीएनपी पारिबा होम फाइनांस लिमिटेड")
दूसरी तरफ दी गयी शर्तों पर ~~पंजीकरण प्रमाण पत्र जारी किया गया है~~ आवास वित्त संस्था का कारोबार प्रारंभ करने/करते रहने के लिए यह

पंजीकरण प्रमाण पत्र

जारी किया गया।

In exercise of the powers conferred on the Reserve Bank of India by Section 29A of the

National Housing Bank Act, 1987

Sundaram Home Finance Limited

(Earlier known as "Sundaram BNP Paribas Home Finance Limited")

is hereby granted

Certificate of Registration

to commence / carry on the business of housing finance institution ~~without accepting~~

~~public deposits~~, subject to the conditions given on the reverse.

मेरे हस्ताक्षर के अधीन **मुंबई**
में **फरवरी** दो हजार **बीस** की **बारह** तारीख को जारी किया गया।

Given under my hand at **Mumbai**

this **Twelfth**

day of **February** Two Thousand **Twenty**



(चंद्रजित साहू / Chandrajit Sahoo)

महाप्रबंधक / उप महाप्रबंधक

General Manager / Deputy General Manager

शर्तें / Conditions

<p>1. पंजीकरण प्रमाण पत्र अथवा उसकी प्रमाणित प्रतिलिपि आपकी कंपनी के पंजीकृत कार्यालय में तथा अन्य कार्यालयों, शाखाओं में, यदि कोई हों, प्रदर्शित की जायेगी।</p>	<p>1. The Certificate of Registration or a certified copy thereof shall be kept displayed at the Registered Office and other offices, branches, if any, of your company.</p>
<p>2. आपकी कंपनी को पंजीकरण प्रमाण पत्र भारतीय रिज़र्व बैंक अधिनियम, 1934 के अध्याय III बी और राष्ट्रीय आवास बैंक अधिनियम, 1987 के अध्याय V के अंतर्गत निर्धारित समस्त शर्तों तथा मानदंडों का निरंतर पालन किये जाने की शर्त के अधीन जारी किया जा रहा है।</p>	<p>2. The Certificate of Registration is issued to your company subject to your continued adherence to all the conditions and parameters stipulated under Chapter III B of the Reserve Bank of India Act, 1934 and Chapter V of the National Housing Bank Act, 1987.</p>
<p>3. आपकी कंपनी को भारतीय रिज़र्व बैंक या राष्ट्रीय आवास बैंक द्वारा जारी तथा उस पर यथालागू निर्देशों, दिशानिर्देशों / अनुदेशों आदि की अपेक्षाओं का पालन करना होगा।</p>	<p>3. Your company shall be required to comply with all the requirements of the directions, guidelines/instructions etc. issued by the Reserve Bank of India or the National Housing Bank and as applicable to it.</p>
<p>4. यदि आपकी कंपनी प्रत्यक्ष या परोक्ष रूप से विज्ञापनों आदि में यह दर्शाना चाहती है कि उस के पास भारतीय रिज़र्व बैंक द्वारा जारी किया गया पंजीकरण प्रमाण पत्र है तो इस तरह के विज्ञापन में निम्नानुसार विवरण अनिवार्य रूप से शामिल किया जाना चाहिये:</p> <p>“कंपनी के पास राष्ट्रीय आवास बैंक अधिनियम, 1987 की धारा 29 ए के अंतर्गत भारतीय रिज़र्व बैंक द्वारा जारी दिनांक _____ का वैध पंजीकरण प्रमाण पत्र है। तथापि भारतीय रिज़र्व बैंक या राष्ट्रीय आवास बैंक कंपनी की वित्तीय सुदृढ़ता की वर्तमान स्थिति अथवा कंपनी द्वारा दिये गये किसी विवरण अथवा प्रतिवेदन अथवा व्यक्त की गयी किसी राय की सत्यता के लिए और कंपनी द्वारा जम्भाराशियों की अदायगी/देयताओं के उन्मोचन के लिए कोई जिम्मेदारी अथवा गारंटी स्वीकार नहीं करता।”</p>	<p>4. If your company desires to indicate directly or indirectly in any advertisement etc. that the company is having a Certificate of Registration issued by the Reserve Bank of India, such advertisement should invariably contain a statement as under:</p> <p>“The company is having a valid Certificate of Registration dated _____ issued by Reserve Bank of India under section 29 A of the National Housing Bank of Act, 1987. However, the Reserve Bank of India or the National Housing Bank does not accept any responsibility or guarantee about the present position as to the financial soundness of the company or for the correctness of any of the statements or representations made or opinions expressed by the company and for the repayment of deposits/discharge of liabilities by the company.”</p>
<p>5. आपकी कंपनी को ज़रूर की जम्भाराशियां स्वीकार करने / अदायगी असुद्धी नहीं है।</p>	<p>5. Your company is not allowed to accept and public deposits.</p>
<p>6. आवास वित्त संस्था के रूप में कारोबार प्रारंभ करने की तारीख से भारतीय रिज़र्व बैंक और राष्ट्रीय आवास बैंक को अवगत कराया जाये।</p>	<p>6. The date when your company has commenced business as a housing finance institution may be advised to Reserve Bank of India and National Housing Bank.</p>



SUNDARAM HOME FINANCE LTD.

Registered Office: 21 Patullos Road, Chennai – 600 002

LIST OF PRODUCTS**1. Home Loans**

- Purchase of ready residential property
- Purchase of under construction property from builder / developer
- Construction of residential property on plot
- Composite loan - Purchase of plot and construction thereon
- Purchase of resale property
- Balance transfer of existing HL with other institutions / Banks

2. Home Extension

- Construction of additional floor

3. Home Improvement

- Renovation of existing house

4. Plot Loans

- Purchase of vacant residential plot for construction of a house

5. Loan Against Property (LAP)

Where the end use could be –

- Business Purpose
- Personal Purpose - Marriage, Education, Medical, Travel, etc.
- Balance Transfer of existing LAP with other institutions / Banks
- Purchase of residential / commercial property.
- Loan consolidation

6. Commercial Property Loans (Purchase / Construction)

- Purchase of ready commercial property
- Construction of commercial property
- Purchase of commercial plot

7. Commercial Real Estate (CRE)

- Loans for dwelling units having more than 2 units - Core 1
- Loans for 3rd dwelling unit for the same borrower - Core 3
- Loans for purchase of property without plan approval for old building - Core N

REGULAR REGULAR INCOME SCHEME				SENIOR CITIZENS # REGULAR INCOME SCHEME				TRUST DESPOSIT REGULAR INCOME SCHEME			
Term	Rate (% p.a. at Annual Rests)	Monthly Interest Rate * % p.a.	Quarterly Interest Rate % p.a.	Term	Rate (% p.a. at Annual Rests)	Monthly Interest Rate * % p.a.	Quarterly Interest Rate % p.a.	Term	Rate (% p.a. at Annual Rests)	Monthly Interest Rate * % p.a.	Quarterly Interest Rate % p.a.
12 Months	7.45	-	7.25	12 Months	7.95	-	7.72	12 Months	7.45	-	7.25
24 Months	7.75	-	7.53	24 Months	8.25	-	8.01	24 Months	7.75	-	7.53
36 Months	7.75	7.49	7.53	36 Months	8.25	7.95	8.01	36 Months	8.00	7.72	7.77
48 Months	7.90	7.63	7.68	48 Months	8.25	7.95	8.01	48 Months	8.00	7.72	7.77
60 Months	7.90	7.63	7.68	60 Months	8.25	7.95	8.01	60 Months	8.00	7.72	7.77
REGULAR CUMULATIVE DEPOSIT SCHEME				SENIOR CITIZENS # CUMULATIVE DEPOSIT SCHEME				TRUST DESPOSIT CUMULATIVE DEPOSIT SCHEME			
Term	Rate (% p.a. at Annual Rests)	Maturity Value (Per ₹ 1000)	Effective Yield % p.a.	Term	Rate (% p.a. at Annual Rests)	Maturity Value (Per ₹ 1000)	Effective Yield % p.a.	Term	Rate (% p.a. at Annual Rests)	Maturity Value (Per ₹ 1000)	Effective Yield % p.a.
12 Months	7.45	₹ 1,075	7.45	12 Months	7.95	₹ 1,080	7.95	12 Months	7.45	₹ 1,075	7.45
24 Months	7.75	₹ 1,161	8.05	24 Months	8.25	₹ 1,172	8.60	24 Months	7.75	₹ 1,161	8.05
36 Months	7.75	₹ 1,251	8.37	36 Months	8.25	₹ 1,268	8.93	36 Months	8.00	₹ 1,260	8.67
48 Months	7.90	₹ 1,355	8.88	48 Months	8.25	₹ 1,373	9.33	48 Months	8.00	₹ 1,360	9.00
60 Months	7.90	₹ 1,463	9.26	60 Months	8.25	₹ 1,486	9.72	60 Months	8.00	₹ 1,469	9.38

- Interest Compounded Annually.
- Minimum Deposit ₹10,000/- Per Account, under both schemes (Additional Deposit in multiples of ₹1,000/-).
- * Monthly interest option available for 36/48/60 months deposits under Regular Income Scheme.
- # Senior Citizens – Those who have completed 60 years of age on date of deposit / renewal.

Nomination Facility is Available on all Deposit Accounts

SUNDARAM HOME FINANCE LIMITED

Registered Office: 21 Patullos Road, Chennai – 600 002.

ANNUAL PERCENTAGE RATE ON LOANS

New Interest Rate with effect from 01/03/2023

S. No.	Particulars	Annual Percentage Rate (p.a.)
1.	Housing – Salaried	10.00% onwards
2.	Housing – Self-employed – Individual	10.50% onwards
3.	Non-Housing	14.90% onwards

- The rates may vary depending on customer's profile, loan type, loan amount, credit score and SH-PLR.
- For Fees & other Charges, please refer Schedule of charges.

Note:

* SH-PLR – The current PLR of the company is 17.50%.

SUNDARAM HOME FINANCE LIMITED

Registered Office: 21 Patullos Road, Chennai – 600 002

FEE AND CHARGES

Revised effective 01-08-2024

1) Processing Fee :

Housing loans	Upto 0.75% of the loan amount along with applicable GST.
Non-Housing loans	Upto 1% of the loan amount along with applicable GST.
(Subject to a minimum of Rs.5,000/- to Rs.10,000/- depending on the Loan type/Borrower profile)	
Upfront Processing Fee Rs.2,500 along with applicable GST is non-refundable.	

2) Prepayment Charges :

The loan can be repaid either in part or in full anytime during the tenure of the loan. Part prepayments will be accepted subject to the condition that only THREE such part payments will be made in a financial year and the amount prepaid each time should be equivalent to a minimum of 6 EMI's. If the amount prepaid is lesser than 6 EMIs, the said amount shall be retained as EMIs received in advance.

Part prepayment will be given effect from the 1st day of the month in which the part prepayment is made irrespective of the date of payment. Consequently, interest on part prepayments from the 1st day of the month till the date of part prepayment will be required to be paid by the customer.

Borrower Type	Usage of Loan	Variable Rate		Fixed Rate	
		Own Source	Takeover	Own Source	Takeover
Individual	Housing	Nil	Nil	Nil	2%
	Non-Housing for other than Business purposes	Nil	Nil	Not Applicable	Not Applicable
	Non-Housing for Business purposes	2%	2%	Not Applicable	Not Applicable
Non-Individual	Housing	Nil	Nil	Not Applicable	Not Applicable
	Non-Housing	2%	2%	Not Applicable	Not Applicable

Necessary documentary proof to the satisfaction of SHFL should be furnished if a loan is sought to be prepaid out of own funds.

The charges indicated above may undergo changes due to market conditions.

Non individuals may be Proprietorship, Partnership Firms, Limited Liability Partnership, Private or Public Ltd Companies, Trusts, Societies, etc.

Own Source : "Own source" for this purpose means any source other than borrowing from a Bank/HFC/NBFC or Financial Institution.

Business Purpose : The loan availed for the following purposes/usage will be treated as Business purpose.

1. Deployment of funds in business/working capital
2. Debt consolidation
3. Acquisition/Mortgage of non-residential property
4. Lease Rental Discounting loan

3) Other Charges :

The following is an indicative list of other charges/fees that are payable.

1.	CERSAI fee	Rs.100/- + GST each property
2.	Documentation charges for a) Kerala b) Rajasthan c) Maharashtra & Gujarat d) Tamil Nadu e) Other states	Rs.800/- + GST Rs.700/- + GST Rs.600/- + GST Rs.650/- + GST Rs.450/- + GST
3.	Document Handling Charges for (Wherever the external agency is engaged for registration) a) Tamil Nadu b) Andhra Pradesh & Telengana c) Karnataka d) Madhya Pradesh, Odisha, Rajasthan, West Bengal, Gujarat & Maharashtra	Rs.1200/- + GST Rs.1500/- + GST Rs.1550/- + GST Rs.2500/- + GST
4.	Fees on account of external opinion a) Legal Fee b) Technical Fee	Ranges from Rs.1500/- to Rs.10000/- + GST Ranges from Rs.1500/- to Rs.10000/- + GST
5.	Fees on account of internal opinion a) Legal Fee b) Technical Fee	Rs.3,000/- + GST Rs.3,000/- + GST
6.	Insurance charges: Property/Personal accident/Life	As per actuals
7.	Photo copying charges	Rs.250/- + GST
8.	Incidental Charges on account of delayed payments/default: a) Incidental Charges: These are levied to cover the costs, charges, expenses and other monies in connection with recovery of dues from a defaulting customer. b) Expenses: As per actuals	
9.	Stamp duty and other charges as applicable to the respective State will be charged as per actuals and this is likely to vary from State to State.	
10.	Re-pricing fee/Switch fee	0.50% of the outstanding amount + GST
11.	IT Certificate/Settlement Figure/Statement of account	Rs.500/- + GST
12.	Bank Charges	Rs.1/- per Rs.1000/- + GST if the disbursement is made through Demand Draft (DD)

13.	CA Certification Fee	Rs.10000/- + GST (wherever Form 26A is provided to customer)
14.	Outstation Cheque charges	Rs.4/- per Rs.1000/- + GST
15.	Repossession Charges	Actual expenses + GST
16.	Travelling Expenses per month	Rs.200/- + GST (2 dues or more which are in arrears)
17.	Bureau Charges	Rs.49/- + GST per Individual customer Rs.335/- + GST per Non- Individual customer
18.	Charges towards MOTD Cancellation / Discharge of Mortgage	As per actuals / charges levied by any third parties plus applicable taxes and Statutory levies

4) Penal Charges :

1.	Cheque/NACH/ECS/Auto Debit dishonor charges	Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month.												
2.	Swapping mandate to cheque in place of NACH/ECS/Auto Debit	Rs.500/- + GST												
3.	Non PDC/Non-Mandate Collection for PEMI/EMI where SHFL has to follow up for payment.	Rs.300/- + GST. Applicable where we have to follow up for payments.												
4.	Cash Handling Charges	<table border="1"> <thead> <tr> <th>Amount of remittance</th> <th>Applicable Charges (per receipt)</th> </tr> </thead> <tbody> <tr> <td>Upto Rs.2000/-</td> <td>NIL</td> </tr> <tr> <td>Rs.2001/- to Rs.10000/-</td> <td>Rs.30/- + GST per receipt</td> </tr> <tr> <td>Rs.10001/- to Rs.50000/-</td> <td>Rs.60/- + GST per receipt</td> </tr> <tr> <td>Rs.50001/- to Rs.100000/-</td> <td>Rs.150/- + GST per receipt</td> </tr> <tr> <td>Rs.100001/- to Rs.199000/-</td> <td>Rs.200/- + GST per receipt</td> </tr> </tbody> </table>	Amount of remittance	Applicable Charges (per receipt)	Upto Rs.2000/-	NIL	Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt	Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt	Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt	Rs.100001/- to Rs.199000/-	Rs.200/- + GST per receipt
		Amount of remittance	Applicable Charges (per receipt)											
		Upto Rs.2000/-	NIL											
		Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt											
		Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt											
Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt													
Rs.100001/- to Rs.199000/-	Rs.200/- + GST per receipt													
5	Penal Charges on account of delay in payment of EMI/PEMI	24% per annum on the delayed payment.												
6	Penal Charges for non-creation of security	<p>i) In respect of purchase of properties : Non-receipt of sale deed within 45 days from the date of registration of the property will attract penal charges at the rate of 1% p.a. on outstanding liability from the due date for receipt of title deeds till the actual receipt of title/sale deed.</p> <p>ii) In case of takeover : If the title deeds are not registered and submitted by the borrower within 30 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.</p> <p>iii) In case of vendor takeover : If the title deeds are not registered and not submitted by the borrower within 45 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.</p>												
7.	Custodial charges	Rs.1,000 + GST per month would be payable in case the documents are not collected within 45 days from closure of loan.												

SUNDARAM HOME FINANCE LIMITED

Registered Office: 21 Patullos Road, Chennai – 600 002

FEE AND CHARGES - STLAP

Revised effective 01-08-2024

1) Processing Fee:

Non Housing Loan	Upto 3% of the loan amount along with applicable GST.
(Subject to a minimum of Rs.5,000/- depending on the Loan type/Borrower profile)	
Upfront Processing Fee Rs.1000/- along with applicable GST is non-refundable	

2) Prepayment Charges:

The loan can be repaid either in part or in full anytime during the tenure of the loan. Part prepayments will be accepted subject to the condition that only THREE such part payments will be made in a financial year and the amount prepaid each time should be equivalent to a minimum of 6 EMI's. If the amount prepaid is lesser than 6 EMIs, the amount shall be retained as EMIs received in advance.

Part prepayment will be given effect from the 1st day of the month in which the part prepayment is made irrespective of the date of payment. Consequently, interest on part prepayments from the 1st day of the month till the date of part prepayment will be required to be paid by the customer.

Borrower Type	Usage of Loan	Fixed Rate	
		Own Source	Takeover
Individual	Non-Housing for other than Business purposes	4%	<u>4%</u>
	Non-Housing for Business purposes	<u>4%</u>	4%
Non-Individual	Non-Housing	4%	4%

The charges indicated above may undergo changes due to market conditions.

Non individuals may be Proprietorship, Partnership Firms, Limited Liability Partnership, Private or Public Ltd Companies, Trusts, Societies, etc.

3) Other Charges:

The following is an indicative list of other charges/fees that are payable.

1.	CERSAI fee	Rs.100/- + GST each property
2.	Documentation charges for a) Kerala b) Rajasthan c) Maharashtra & Gujarat d) Tamil Nadu e) Other states	Rs.800/- + GST Rs.700/- + GST Rs.600/- + GST Rs.1000/-+ GST Rs.450/- + GST
3.	Document Handling Charges for (Wherever the external agency is engaged for registration) a) Tamil Nadu b) Andhra Pradesh & Telengana c) Karnataka d) Madhya Pradesh, Odisha, Rajasthan, West Bengal, Gujarat & Maharashtra	Rs.1200/- + GST Rs.1500/- + GST Rs.1550/- + GST Rs.2500/- + GST
4.	Fees on account of external opinion a) Legal Fee b) Technical Fee	Ranges from Rs.1500/- to Rs.10000/- + GST Ranges from Rs.1500/- to Rs.10000/- + GST
5.	Fees on account of internal opinion a) Legal Fee b) Technical Fee	Rs.3,000/- + GST Rs.3,000/- + GST
6.	Insurance charges: Property/Personal accident/Life	As per actuals
7.	Photo copying charges	Rs.250/- + GST
8.	Incidental Charges on account of delayed payments/defaults: a) Incidental Charges: These are levied to cover the costs, charges, expenses and other monies in connection with recovery of dues from a defaulting customer. b) Expenses: As per actuals	
9.	Stamp duty and other charges as applicable to the respective State will be charged as per actuals and this is likely to vary from State to State.	
11.	Settlement Figure/Statement of account	Rs.500/- + GST
12.	Bank Charges	Rs.1/- per Rs.1000/- + GST if the disbursement is made through Demand Draft (DD)

13.	CA Certification Fee	Rs.10000/- + GST (wherever Form 26A is provided to customer)
14.	Outstation Cheque charges	Rs.4/- per Rs.1000/- + GST
15.	Repossession Charges	Actual expenses + GST
16.	Travelling Expenses per month	Rs.200/- + GST (2 dues or more which are in arrears)
17.	Bureau Charges	Rs.49/- + GST per Individual customer Rs.335/- + GST per Non- Individual customer
18.	Charges towards MOTD Cancellation / Discharge of Mortgage	As per actuals / charges levied by any third parties plus applicable taxes and Statutory levies

4) Penal Charges:

1.	Cheque/NACH/ECS/Auto Debit dishonor charges	Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month.	
2.	Swapping mandate to cheque in place of NACH/ECS/Auto Debit	Rs.500/- + GST	
3.	Non PDC/Non-Mandate Collection for PEMI/EMI where SHFL has to follow up for payment.	Rs.300/- + GST. Applicable where we have to follow up for payments.	
4.	Cash Handling Charges	Amount of remittance	Applicable Charges (per receipt)
		Upto Rs.2000/-	NIL
		Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt
		Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt
		Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt
	Rs.100001/- to Rs.199000/-	Rs.200/- + GST per receipt	
5.	Penal Charges on account of delay in payment of EMI/PEMI	24% per annum on the delayed payment.	
6.	Penal Charges for non-creation of security	In case of takeover: If the title deeds are not registered and submitted by the borrower within 30 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.	
7.	Custodial charges	Rs.1,000 + GST per month would be payable in case the documents are not collected within 45 days from closure of loan.	

SUNDARAM HOME FINANCE LIMITED

Registered Office: 21 Patullos Road, Chennai – 600 002

FEE AND CHARGES - AH

Revised effective 01-08-2024

1) Processing Fee:

Housing loans and Non-Housing loans	Upto 3% of the loan amount along with applicable GST.
Upfront Processing Fee Rs.3000 along with applicable GST is non-refundable.	

2) Prepayment Charges:

The loan can be repaid either in part or in full anytime during the tenure of the loan. Part prepayments will be accepted subject to the condition that only THREE such part payments will be made in a financial year and the amount prepaid each time should be equivalent to a minimum of 6 EMI's. If the amount prepaid is lesser than 6 EMIs, the said amount shall be retained as EMIs received in advance.

Part prepayment will be given effect from the 1st day of the month in which the part prepayment is made irrespective of the date of payment. Consequently, interest on part prepayments from the 1st day of the month till the date of part prepayment will be required to be paid by the customer.

Borrower Type	Usage of Loan	Variable Rate		Fixed Rate	
		Own Source	Takeover	Own Source	Takeover
Individual	Housing	Nil	Nil	Nil	3%
	Non-Housing for other than Business purposes	Nil	Nil	3%	3%
	Non-Housing for Business purposes	3%	3%	3%	3%
Non-Individual	Housing	Nil	Nil	Nil	3%
	Non-Housing	3%	3%	3%	3%

Necessary documentary proof to the satisfaction of SHFL should be furnished if a loan is sought to be prepaid out of own funds.

The charges indicated above may undergo changes due to market conditions.

Non individuals may be Proprietorship, Partnership Firms, Limited Liability Partnership, Private or Public Ltd Companies, Trusts, Societies, etc.

Own Source: "Own source" for this purpose means any source other than borrowing from a Bank/HFC/NBFC or Financial Institution.

Business Purpose: The loan availed for the following purposes/usage will be treated as Business purpose.

1. Deployment of funds in business/working capital
2. Debt consolidation
3. Acquisition/Mortgage of non-residential property
4. Lease Rental Discounting loan

3) Other Charges:

The following is an indicative list of other charges/fees that are payable.

1.	CERSAI fee	Rs.100/- + GST each property
2.	Documentation charges for a) Kerala b) Rajasthan c) Maharashtra & Gujarat d) Tamil Nadu e) Other states	Rs.800/- + GST Rs.700/- + GST Rs.600/- + GST Rs.1000/- + GST Rs.450/- + GST
3.	Document Handling Charges for (Wherever the external agency is engaged for registration) a) Tamil Nadu b) Andhra Pradesh & Telangana c) Karnataka d) Madhya Pradesh, Odisha, Rajasthan, West Bengal, Gujarat & Maharashtra	Rs.1200/- + GST Rs.1500/- + GST Rs.1550/- + GST Rs.2500/- + GST
4.	Fees on account of external opinion a) Legal Fee b) Technical Fee	Ranges from Rs.1500/- to Rs.10000/- + GST Ranges from Rs.1500/- to Rs.10000/- + GST
5.	Fees on account of internal opinion a) Legal Fee b) Technical Fee	Rs.3,000/- + GST Rs.3,000/- + GST
6.	Insurance charges: Property/Personal accident/Life	As per actuals
7.	Photo copying charges	Rs.250/- + GST
8.	Incidental Charges on account of delayed payments/defaults: a) Incidental Charges: These are levied to cover the costs, charges, expenses and other monies in connection with recovery of dues from a defaulting customer. b) Expenses: As per actuals	
9.	Stamp duty and other charges as applicable to the respective State will be charged as per actuals and this is likely to vary from State to State.	
10.	Re-pricing fee/Switch fee	0.50% of the outstanding amount + GST
11.	IT Certificate/Settlement Figure/Statement of account	Rs.500/- + GST
12.	Bank Charges	Rs.1/- per Rs.1000/- + GST if the disbursement is made through Demand Draft (DD)
13.	CA Certification Fee	Rs.10000/- + GST (wherever Form 26A is provided to customer)
14.	Outstation Cheque charges	Rs.4/- per Rs.1000/- + GST
15.	Repossession Charges	Actual expenses + GST
16.	Travelling Expenses per month	Rs.200/- + GST (2 dues or more which are in arrears)



17.	Bureau Charges	Rs.49/- + GST per Individual customer Rs.335/- + GST per Non- Individual customer
18.	Charges towards MOTD Cancellation / Discharge of Mortgage	As per actuals / charges levied by any third parties plus applicable taxes and Statutory levies

4) Penal Charges:

1.	Cheque/NACH/ECS/Auto Debit dishonor charges	Rs.500/- + GST per instance upto 2 instances per month and Rs.1000/- + GST per instance for more than 2 instances per month.												
2.	Swapping mandate to cheque in place of NACH/ECS/Auto Debit	Rs.500/- + GST												
3.	Non PDC/Non-Mandate Collection for PEMI/EMI where SHFL has to follow up for payment.	Rs.300/- + GST. Applicable where we have to follow up for payments.												
4.	Cash Handling Charges	<table border="1"><thead><tr><th>Amount of remittance</th><th>Applicable Charges (per receipt)</th></tr></thead><tbody><tr><td>Upto Rs.2000/-</td><td>NIL</td></tr><tr><td>Rs.2001/- to Rs.10000/-</td><td>Rs.30/- + GST per receipt</td></tr><tr><td>Rs.10001/- to Rs.50000/-</td><td>Rs.60/- + GST per receipt</td></tr><tr><td>Rs.50001/- to Rs.100000/-</td><td>Rs.150/- + GST per receipt</td></tr><tr><td>Rs.100001/- to Rs.199000/-</td><td>Rs.200/- + GST per receipt</td></tr></tbody></table>	Amount of remittance	Applicable Charges (per receipt)	Upto Rs.2000/-	NIL	Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt	Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt	Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt	Rs.100001/- to Rs.199000/-	Rs.200/- + GST per receipt
		Amount of remittance	Applicable Charges (per receipt)											
		Upto Rs.2000/-	NIL											
		Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt											
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Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt													
Rs.100001/- to Rs.199000/-	Rs.200/- + GST per receipt													
5	Penal Charges on account of delay in payment of EMI/PEMI	24% per annum on the delayed payment.												
6	Penal Charges for non-creation of security	i) In respect of purchase of properties: Non-receipt of sale deed within 45 days from the date of registration of the property will attract penal charges at the rate of 1% p.a. on outstanding liability from the due date for receipt of title deeds till the actual receipt of title/sale deed. ii) In case of takeover: If the title deeds are not registered and submitted by the borrower within 30 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged. iii) In case of vendor takeover: If the title deeds are not registered and not submitted by the borrower within 45 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.												
7.	Custodial charges	Rs.1,000 + GST per month would be payable in case the documents are not collected within 45 days from closure of loan.												

KYC/AML REQUIREMENTS & GRIEVANCE REDRESSAL

(Last Updated on 01st February 2024)

1. Objective:

The primary objective of the Company's KYC/AML measures Policy (hereinafter 'the Policy') is to protect the Company from being used, intentionally or unintentionally for money-laundering activities or other financial crimes. The KYC/AML norms and procedures will also enable the Company to understand the customers and their financial dealings better and manage the related risks prudently.

2. Meaning of Customer:

“Customer”/“Person” means and includes

- a. an individual,
- b. a Hindu undivided family,
- c. a company,
- d. a firm,
- e. an association of persons or a body of individuals, whether incorporated or not,
- f. every artificial juridical person, not falling within any one of the above persons(a to e), and
- g. any agency, office or branch owned or controlled by any of the above persons(a to f) and is engaged in a financial transaction or activity with the Company and includes a person whose behalf the person who is engaged in the transaction or activity, is acting.

3. Customer identification procedure

- a. At the time of commencement of an account-based relationship, the customer's identity and address shall be verified and information obtained on the purpose and intended nature of the business relationship he / she seeks with the Company.
- b. In the case of non-account-based relationship, the customer's identity shall be verified while carrying out:
 - i) a single transaction of Rs. 50,000 or more, or a series of several transactions that appear to be connected and total Rs. 50,000 or more; or
 - ii) any international money transfer.
- c. All reasonable steps shall be taken to verify the identity of any beneficial owner of an account.
- d. Where the customer is a judicial person, the identity and authority of any person purporting to act on its behalf shall be verified.
- e. The company shall ensure that introduction is not to be sought while opening accounts.
- f. Customer identification means identifying the customer and verifying his identity by using reliable, independent source documents, and information. Sufficient information needs to be obtained to establish, to the Company's satisfaction, the identity of each new customer, whether regular or occasional, and the purpose of the proposed relationship.
- g. When a doubt arises about the authenticity, veracity, or the adequacy of previously obtained customer identification data, the matter should be referred, where the account is maintained at a branch, to the head of the branch and, where the account is maintained at the Corporate Office, to the Head (Operations) as the case may be.

- h. For the purpose of verifying the identity of customers at the time of commencement of an account-based relationship, the Company may rely on Customer Due Diligence done by a third party, subject to conditions.

4. Customer Due Diligence (CDD) Procedure

While undertaking CDD, the Company shall obtain the following information:

	Features	Documents
4.1	Accounts of individuals	<p>A) Recent colored passport size photograph</p> <p>B) Copy of PAN (Form 60 as per IT rules to be taken in case Pan is not available)</p> <p>C) Officially Valid Document (OVD)</p> <ol style="list-style-type: none"> 1) Passport (with validity) 2) Permanent Driving license (with validity) 3) Election card / Voters ID (if it has address) 4) Aadhaar card (mandatory for subsidy / other Government benefits) 5) Job card issued by NREGA duly signed by an officer of the State Government 6) Letter issued by the National Population Register containing details of name and address
		<p>C) Wherever OVD furnished by the customer does not have updated residence address the following documents detailed below shall be deemed to be OVD for the limited purpose of proof of address (i.e., the address where the FI is to be done for the borrower /co-borrower / guarantor) at the time of login.</p> <ul style="list-style-type: none"> ➤ Utility bill which is not more than two months old of any service provider (electricity, telephone, post-paid mobile phone, piped gas, water bill) ➤ Property or Municipal tax receipt. ➤ Pension or family pension payment orders (PPOs) issued to retired employees by Government Departments or PSUs, if they contain the address. ➤ Letter of allotment of accommodation from employer issued by State Central Government Departments, statutory or regulatory bodies, PSUs, scheduled commercial banks, financial institutions and listed companies and leave and license agreements with such employers allotting official accommodation. <p>However, the customer should submit OVD with current address within a period of three months of submitting the documents specified at (c) above.</p> <p>Explanation: For the purpose of this clause, a document shall be deemed to be an OVD even if there is a change in the name subsequent to its issuance provided it is supported by a marriage certificate issued by the State Government or Gazette notification, indicating such a change of name.</p>
4.2	Non-Resident Indians (NRI)/Persons of Indian Origin (PIO)	<p>A) Recent colored passport size photograph</p> <p>B) Any one of the OVDs as defined above for verification of the identity and the address or the equivalent e-document thereof.</p> <p>C) Where the OVD presented by a foreign national does not contain the details of address, in such case the documents issued by the Government departments of foreign jurisdictions and letter issued by the Foreign Embassy or Mission in India shall be accepted as proof of address.</p>

		<p>Since original verification is not possible, these documents to be certified by any one of the following officials as mentioned below.</p> <ul style="list-style-type: none"> ➤ Authorised officials of overseas branches of Scheduled Commercial Banks registered in India, ➤ Branches of overseas banks with whom Indian banks have relationships, ➤ Notary Public abroad, ➤ Court Magistrate, ➤ Judge, ➤ Indian Embassy / Consulate General in the country where the non-resident customer resides.
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- ❖ PAN card is mandatory and is to be collected from all the customers for all transactions. Norms relating to collecting PAN card of all those whose income is clubbed is also mandatory as per current policy.

4.3. In respect of other entities such as Companies, Firms, Trusts etc., the CDD requirement is as given below.

	Features	Documents
4.3.1	Accounts of Proprietary Concern	<p>KYC of the Sole Proprietor as applicable to individuals</p> <p>Any two of the following documents as proof of business / activity in the name of the proprietary concern should be obtained</p> <p>Certified copies of</p> <ul style="list-style-type: none"> (i) Registration Certificate (ii) Certificate / License issued by the Municipal Authorities under Shop & Establishment Act (iii) Sales and Income Tax Returns (iv) CST/VAT/GST Certificate (Provisional / Final) (v) Certificate / Registration document issued by Sales Tax/Service Tax/Professional Tax Authorities (vi) IEC (Importer Exporter Code) issued to the proprietary concern by the Office of DGFT / License / Certificate of Practice issued in the name of the proprietary concern by any professional body incorporated under a Statute. (vii) Legal Entity Identifier Code Certificate (where aggregate exposure from Banks and Financial Institutions is Rs. 5 crore and above) (viii) Complete Income Tax Return (not just the acknowledgement) in the name of the sole proprietor where the firm's income is reflected/duly authenticated/acknowledged by the income tax authorities. (ix) Utility bills such as electricity, water and landline telephone bills not more than two months old. <p>Provided, the company may undertake contact point verification and collect such other information and clarification as would be required to establish the existence of such firm and shall confirm and satisfy itself that the business activity has been verified from the address of the proprietary concern.</p>

4.3.2	Accounts of companies	<p>Certified copies of each of the following documents</p> <ul style="list-style-type: none"> i) Certificate of Incorporation ii) Memorandum & Article of Association iii) PAN of the Company and the Authorized Signatories like Directors and Key Managerial Personnel iv) Legal Entity Identifier Code Certificate (where aggregate exposure from Banks and Financial Institutions is Rs. 5 crore and above). v) Resolution of the Board of Directors and Power of Attorney granted to its managers, officers or employees to specifically transact business on its behalf with the Company. vi) One copy of an ID & Address Proof, one recent photograph and PAN or Form 60 of its managers, officers or employees, holding a power of attorney to specifically transact on its behalf with the Company. vii) Copy of the telephone bill (not later than 2 months) viii) Copy of GST Registration Certificate if applicable ix) The names of the relevant persons holding senior management position; and x) Address of the registered office and the principal place of its business, if it is different
4.3.3	Accounts of partnership firms	<p>Certified copies of each of the following documents shall be obtained.</p> <ul style="list-style-type: none"> i) Registration certificate, ii) Partnership deed iii) PAN of the partnership firm iv) Legal Entity Identifier Code Certificate (where aggregate exposure from Banks and Financial Institutions is Rs. 5 crore and above) v) One copy of an ID & Address Proof, one recent photograph and PAN or Form 60 of its partners vi) Telephone bill in the name of firm/partners. vii) Copy of GST Registration Certificate if applicable viii) The names of all the Partners; and ix) Address of the registered office and the principal place of its business if it is different.

4.3.4	Accounts of an unincorporated Association or Body of Individuals	<p>Certified copies of each of the following documents shall be obtained</p> <ul style="list-style-type: none"> i) Resolution of the managing body of such association or body of individuals to specifically transact with the Company. ii) PAN / Form 60 of the unincorporated association or body of individuals. iii) Legal Entity Identifier Code Certificate (where aggregate exposure from Banks and Financial Institutions is Rs. 5 crore and above) Power of attorney granted to specifically transact on its behalf with the Company. <p>One copy of the ID & Address Proof, one recent photograph and PAN or Form 60 of its partners holding an attorney to transact on its behalf.</p> <ul style="list-style-type: none"> iv) Copy of the telephone bill (not later than 2 months) v) Copy of GST Registration Certificate if applicable.
4.3.5	Accounts of trusts & foundations	<p>One certified copy of each of the following documents to be obtained</p> <ul style="list-style-type: none"> i) Trust Deed / Bye-laws ii) Certificate of registration, if registered iii) PAN of the trust or Form 60 iv) Legal Entity Identifier Code Certificate (where aggregate exposure from Banks and Financial Institutions is Rs. 5 crore and above) iii) Power of Attorney granted to specifically to transact business on its behalf with the Company. iv) Any officially valid document and recent photograph to identify the trustees, author, settlors , protectors, beneficiaries and those holding Power of Attorney, founders/managers/and their addresses. v) Resolution of the Trust, managing body of the foundation/ association to specifically transact business with the Company vi) Telephone bill (not later than 2 months) vii) Copy of GST Registration Certificate if applicable
5.0	Juridical persons not specifically covered in the earlier part, such as Government or its Departments, societies, universities and local bodies like village panchayats	<ul style="list-style-type: none"> i) Document showing name of the person authorised to act on behalf of the entity; ii) Aadhaar / PAN / OVD for proof of identity and address in respect of the person holding a power of attorney to specifically transact on its behalf with the Company and iii) Such documents as may be required by the Company to establish the legal existence of such an entity/ juridical person.

6.0	Identification of Beneficial Owner	<p>For opening an account of a Legal Person who is not a natural person, the beneficial owner(s) shall be identified and verify his/her identity keeping in view the following:</p> <p>(a) Where the customer or the owner of the controlling interest is a company listed on a stock exchange, or is a subsidiary of such a company, it is not necessary to identify and verify the identity of any shareholder or beneficialowner of such companies.</p> <p>(b) In cases of trust/nominee or fiduciary accounts whether the customer is acting on behalf of another person as trustee/nominee or any other intermediary is determined. In such cases, satisfactory evidence of the identity of the intermediaries and of the persons on whose behalf they are acting, as also details of the nature of the trust or other arrangements in place shall be obtained.</p>
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7.0 Monitoring of transactions

Ongoing due diligence shall be exercised with respect to the business relationship with every customer. The transactions with every customer shall be closely examined in order to ensure that they are consistent with the Company's knowledge of the customer, his business and risk profile. For this purpose, the Company shall seek to understand the normal and reasonable activity of the customer so that they have the means of identifying transactions that fall outside the regular pattern of activity. However, the extent of monitoring will depend on the risk-sensitivity of the account. Special attention shall be paid to all complex and unusually large transactions and all unusual patterns that seem to have no apparent economic or visible lawful purpose. Transactions that involve large amounts of cash inconsistent with the normal and expected activity of the customer should particularly attract attention. High-risk accounts shall be subjected to intensified monitoring. The risk categorization of accounts and the need for applying enhanced due diligence measures to particular accounts shall be reviewed periodically.

8.0 Periodic Updation of KYC

Periodic KYC updation shall be carried out at least once in every two years for high risk customers, once in every eight years for medium risk customers and once in every ten years for low risk customers from the date of opening of the account / last KYC updation.

9.0 Anti-Money Laundering Measures

9.1 The company shall carry out 'Money Laundering (ML) and Terrorist Financing (TF) Risk Assessment' exercise periodically to identify, assess and take effective measures to mitigate its money laundering and terrorist financing risk for customers, countries or geographic areas, products, services, transactions or delivery channels, etc.

9.2 The company's Compliance function shall carry out an independent evaluation of the Company's KYC & AML Policy and procedures, including compliance with the legal and regulatory requirements. The internal and concurrent auditors shall specifically check and verify the application of KYC & AML procedures at the branches and other offices and comment on any observed lapses. The main findings of the audits shall be put up to the Audit Committee regularly. Accountability will be fixed for serious lapses and intentional circumvention of prescribed procedures and guidelines.

9.3 The company's employee-training program will include a focus on adequate training of relevant staff in KYC procedures, with appropriate differentiation of frontline staff, compliance staff and staff dealing with new customers, so that all those concerned fully understand the rationale behind the KYC Policy and implement it consistently.

9.4 The company shall pay special attention to any money-laundering threats that may arise from a new or developing technology, including on-line transactions that might favour anonymity, and take measures, if needed, to prevent their use in money-laundering schemes.

9.5 If the company forms a suspicion of money laundering or terrorist financing, and it reasonably believes that performing the Customer Due Diligence (CDD) process will tip-off the customer, it shall not pursue the CDD process, and instead file a Suspicious Transaction Report (STR) with Financial Intelligence Unit - India (FIU-IND).

9.6 The company will capture the KYC information / details as per KYC templates and share the same with the 'Central KYC Records Registry' (CKYCR) in the manner as prescribed in the Prevention of Money Laundering (Maintenance of Records) Rules, 2005.

GRIEVANCE REDRESSAL MECHANISM

Mode of registering a Complaint / Grievance:

Customers/Depositors may contact the Branch Manager/Zonal Heads/Area Heads at the branches where they have taken a loan for redressal of their grievance. A Complaint Register is available at the branch for customers/depositors to record their complaint in writing.

In case the response is unsatisfactory the customers/depositors may approach the Grievance Redressal Officer as per the details furnished hereunder:

Ms. Ramyaa Ramesh

AGM (Operations)

'Sundaram Towers', Fifth Floor,

No. 46, Whites Road,

Chennai – 600 014

By Telephone:

Tel: 91-44-2851 5267

By E-mail:

1) customercare@sundaramhome.in

2) depositorcare@sundaramhome.in

Time frame for Resolution of Grievances

Complaints received will be investigated from all possible angles and the Company shall endeavour to resolve the same within 30 days from the date of receipt of complaint by the Company. Company will send an acknowledgement/interim- response within three days from date of receipt of complaint.

Escalation to NHB

In case, a customer is not satisfied with the response provided by the company, the customer may approach the Complaint Redressal Cell of NHB by lodging the complaint online on the website of NHB (Web-link: <https://grids.nhbonline.org.in>) or through post to NHB, New Delhi to the following address:

National Housing Bank

Department of Grievance Redressal Core

5A, India Habitat Centre, Lodhi Road,

New Delhi - 110 003

Notice Board incorporating the details of Nodal Officer / NHB to escalate the complaints have been displayed at all our branches / offices.

SUNDARAM HOME FINANCE LTD.

Registered Office: 21 Patullos Road, Chennai – 600 002

TIME NORMS FOR COMMON TRANSACTIONS

(Last updated on 01st February 2024)

Working Hours:

Borrowers / Depositors / Customers may visit our branches between the following timings on weekdays, and last two Saturdays of the month –

- Branches in Tamilnadu, Kerala, Karnataka, Andhra Pradesh and Telangana from 9.30 a.m. to 6.00 p.m.
- Branches in Rest of India from 10.00 a.m. to 6.30 p.m.

Holidays:

First two Saturdays & all Sundays will be a holiday (Months that have five Saturdays, third Saturday will also be a holiday)

Lunch:

1.00 p.m. to 1.30 p.m.

SUNDARAM HOME FINANCE LIMITED

FAIR PRACTICE CODE

(Last updated on 14th May 2022)

A. OBJECTIVES

The Code seeks to set out, and continually improve upon, standards for fair and transparent business practices to be followed by the Company while dealing with its customers (which term denotes, depending upon the context, persons who are or may become the Company's customers, whether as borrowers or depositors, and guarantors of loans).

B. APPLICABILITY

The Code is applicable to all products & services offered by the Company and must be adhered to by the Company, its employees and other persons authorised to represent it in the course of its business across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method.

C. COMMITMENT

1. The Company shall abide by the governing laws and regulations.
2. The Company shall not discriminate on grounds of sex, religion, caste, creed, colour or physical / visual disability in its policies and operations.

D. INFORMATION AND DISCLOSURE

1. The Company shall transparently disclose to the borrower:
 - a. all information about fees/charges payable for processing the loan application, including
 - the amount of fees refundable if loan amount is not sanctioned/disbursed,
 - pre-payment options and charges, if any,
 - interest rates, charges, repayment terms, method of calculation and penalty for delayed payment, if any,
 - Repricing fees, if any,
 - conversion charges for switching loan from fixed to floating rates or vice-versa,
 - existence of any interest re-set clause and any other matter which affects the interest of the borrower.
 - b. The disclosures shall be done to ensure that the borrower is aware of "all in costs" inclusive of all charges involved in processing and sanctioning of loan.
2. The Company shall take all steps as may be required to provide clear information in English or an appropriate local language as required by the customer.

3. The Company shall endeavour to
 - act fairly and reasonably and with transparency in dealing with its customers.
 - take steps as may be required to provide clear information to customers, to ensure transparency about its various products and services, the terms and conditions on which these are offered by the Company, including the persons who may be contacted for securing the desired information, fees or charges applicable during processing of loan application.
 - shall display information on the notice board / official website of the company and choosesuch other modes of communication as it deems fit, during the course of meeting with customers or prior to entering into any transaction with customer.
4. The Company shall obtain from its customers such information as is required to meet its obligations under the prevailing statutory and /or regulatory Know-Your-Customer and Anti- Money Laundering guidelines; and if the customer fails to provide the requisite information to the satisfaction of the Company, it may decline to make available its products and services to the person concerned.
5. Keep customers informed of changes in its lending and deposit interest rates and charges through individual communications, public announcements, or website displays, as appropriate; and
6. Inform its customers of their right to information about their accounts with the Company and the facilities extended to them by the Company based on request.
7. The Company shall treat as confidential non-public private information it receives about its customers in the course of its business, and shall not disclose the information to others except where:
 - required by law or by a judicial, quasi-judicial, or regulatory authority; or
 - the Company is obliged to disclose in the public interest; or
 - the Company's interests require disclosure; or
 - the customer has consented to or asked for such disclosure.
 - If the Company is asked to provide a reference about customers, they shall obtain his/ her written permission before giving it.

E. ADVERTISING, MARKETING AND SALES:

1. The Company shall ensure that its publicity and promotional literature and other materials are not misleading.
2. in any advertisement and promotional literature that draws attention to a service or a product and includes a reference to an interest rate, the Company will indicate whether other fees and charges will apply, and full details of the relevant terms and conditions will be made available on request.
3. if the Company avails of the services of third parties for providing support services, the Company will require that they handle customer's personal information (if available to such third parties) with the same degree of confidentiality and security as the Company would.

4. The Company shall not use personal information of customers for marketing purposes by any entity including self, unless authorized by the customer.
5. The Company has a prescribed a code of conduct for its Direct Selling Agencies (DSAs) whose services the Company may avail to market its products/services which, amongst other matters, requires them to identify themselves as only selling agents of the Company when they approach customer for selling the Company's products personally or through phone.
6. The Company shall ensure that any third party or agent acting on the Company's behalf or selling the Company's product complies with the code of conduct.
7. The Company shall take appropriate steps in the event of receipt of a complaint against the DSA or the representative of the Company.

F. LOANS

1. The Company shall collect all information required for processing the loan application at the time of application and shall ask for more information whenever required as assessed. The Loan application form may indicate the list of documents required to be submitted along with the application form.
2. The Company shall give an acknowledgment for receipt of the loan application and also state estimated time frame within which the application will be disposed of, subject to due diligence.
3. The Company will put loan applications through a process of due diligence to assess whether the loans sought will conform to its current lending policies and meet its credit, legal, and technical requirements.
4. The Company shall issue the Loan Offer Letter detailing the amount of loan sanctioned along with rate of interest, EMI structure and other terms and conditions of the loan and also keep a record of the written acceptance by the borrower.
5. The Company shall furnish a copy of the loan agreement along with all the annexure thereto, post the sanction / disbursement of the loan, against acknowledgement.
6. The Company shall inform the applicant in writing, about his/her rejection of loan, in case the applicant does not meet the norms of the Company.
7. In case of receipt from the borrower for transfer of his loan account, the consent or otherwise, if any shall be conveyed within 21 days from the date of receipt of the request.
8. While resorting to recovery of delinquent loans, the Company, in line with its traditional practice, will not resort to methods that may be considered as harassment or coercion of the borrowers and related parties and the Company shall follow lawful measures to recover dues from defaulting customers.

G. GUARANTORS

Where a loan is required by the Company to be guaranteed, the guarantor's obligations and the circumstances in which the guarantee may be invoked will be specified in the letter of guarantee to be executed by the guarantor or guarantors as the case may be.

H. DISBURSEMENT

1. Disbursement shall be made in accordance with terms and conditions mentioned in the Loan Agreement/ Loan Offer Letter.

2. The company shall communicate the changes in the terms and conditions including interest rate, fees and other charges and it may also display information on the notice board / official website of the company and choose such other modes of communication as it deems fit to intimate such changes.
3. In case such change is disadvantageous to the customer he/ she may close his account within 60 days of the intimation of the change.
4. Decision to recall the loan or to seek additional securities shall be in consonance with the loan agreement.
5. The Company shall release all securities on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim that the Company may have against borrower, which will be duly informed to the borrower.

I. DEPOSITS

The website and deposit-application forms of the Company shall provide details of the terms on which it may accept deposits, including the periods for which the deposits may be accepted, the rates of interest offered, nomination, renewal, premature withdrawal, and loans that may be available against the deposits.

J. DISCLOSURE TO CREDIT REFERENCE AGENCIES

The Company shall ensure that:

1. The customer shall be informed that the details of the customer's account shall be passed on to credit reference agencies.
2. The Company may give credit reference agencies other information about the customer's account if the customer has given his / her permission to do so.
3. The Company shall, if demanded by the customer, furnish a copy of the information submitted to the credit reference agencies.

K. COMPLAINTS & GRIEVANCES

1. The Company shall ensure that its grievance redressal procedure, including grievance redressal mechanism, levels of escalations, is available at all of its branches as well as its website.
2. The Company shall make available amenities at each of its branches and offices for customers to lodge and/or submit their complaints / grievances, if any.
3. The Company shall endeavour to address/respond to all complaints / grievances within 45 days of receipt of a complaint and keep the customers informed about the status of redressal of the complaints/grievances. In case the customer is not satisfied with the response, he/she will be intimated on the next level of escalation.
4. The Company will send an acknowledgement/interim-response within three days from date of receipt of complaint.

L. COPIES OF THE CODE

This Code will be posted on the Company's website, and copies may also be obtained from its corporate and other offices.

MITC - PRIME

MOST IMPORTANT TERMS & CONDITIONS

Regd.Office: 21, Patullos Road, Chennai – 600 002
 Corporate Office: 46, Whites Road, Royapettah, Chennai – 600014
 Ph: 044-28515267, Fax : 044-28582235
 CIN : U65922TN1999PLC042759

To

Date: _____

Sir/Madam,

Sub : Your Application for Loan

With reference to your application for loan, we confirm having made an offer as under:

1. Loan Details

- a) Loan amount: Rs. _____ (Rupees _____ only). Final sanction of Loan will be subject to the following:
- (i) Proof of income and other loan commitments declared.
 - (ii) Property being found to be marketable, conforming to the laws of the land and having sufficient value to cover the loan amount, after inspection by the officials of the Company.
 - (iii) Title to the property being clear, valid, free from encumbrances and marketable.
- b) Product: _____ [Housing Loan (or) Non-Housing Loan (or) Land Loan]
- c) Purpose of Loan : _____
- d) Term: _____ (months /years) plus moratorium of ___ months
- e) Rate of Interest: _____ % per annum (variable) at monthly rests.
- f) Equated Monthly Instalment (EMI): Rs. _____

2. Fee & Other charges :

- a) Processing fee:-
- (i) Upfront Processing Fees: [Rs. (or) %] _____ + GST (non-refundable)
 - (ii) Balance payable: [Rs. (or) %] _____ + GST before disbursement of loan. (This will vary in case of any subsequent increase / decrease in the loan amount)
- b) Income Appraisal Fees (if applicable): Rs. _____ (actual) + GST (payable upfront and non-refundable)
- c) Documentation charges: Rs. _____ + GST (Kerala – Rs.800/-, Rajasthan – Rs.700/-, Maharashtra & Gujarat Rs.600/-, Tamil Nadu – Rs.650/- and Other states Rs.450/-)
- d) CERSAI charge applicable for each property : Rs.100 + GST
- e) Internal Legal & Technical Appraisal charges: Rs.3000/- each + GST
- f) External Legal & Technical Appraisal charges (only if external opinion obtained): Ranges from Rs.1500/- to Rs.10000/- + GST
- g) Stamp Duty (MOTD) fee (as per the Stamp & Registration Act of the respective State Government) & Registration charges at Sub-Registrar Office (SRO): As applicable
- h) Switch Fee: 0.5% of the Principal Outstanding + GST
- i) Statement charges : Rs.500/- + GST. Not applicable if requested for the first time in a financial year.
- j) IT Certificate Charges : Rs.500/- + GST. Not applicable if requested for the first time in a financial year.
- k) Loan Outstanding/Settlement Figure Statement Charges : Rs.500/- + GST
- l) Document Retrieval charges : NIL
- m) Conversion charges : NIL
- n) Cheque/NACH/ECS/Auto Debit return charges : Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month.
- o) Bank Charges : Rs.1/- per Rs.1000/- + GST if the disbursement is made through Demand Draft (DD).
- p) Document Handling Charges : Rs.1200/- + GST for Tamil Nadu, Rs.1500/- + GST for Andhra Pradesh & Telengana, Rs.1550/- + GST for Karnataka, Rs.2500/- + GST for Madhya Pradesh, Odisha, Rajasthan, West Bengal, Gujarat and Maharashtra (Wherever the external agency is engaged for registration).

- q) Charges towards MOTD Cancellation/Discharge of Mortgage : As per actuals / charges levied by any third parties plus applicable taxes and Statutory levies.
- r) Repricing Fee : 0.50% + GST
- s) CA Certification Fee : Rs.10000/- + GST (wherever Form 26A is provided to customer)
- t) Outstation Cheque charges : Rs.4/- per Rs.1000/- + GST
- u) Non PDC/Non Mandate Collection for PEMI/EMI : Rs.300/- + GST. Applicable where we have to follow up for payments.
- v) Swapping mandate to cheque in place of NACH/ECS/Auto Debit : Rs.500/- + GST
- w) Repossession Charges : Actual expenses + GST
- x) Travelling Expenses per month : Rs.200/- + GST (2_dues or more which are in arrears)
- y) Bureau Charges : Rs.49/- + GST per Individual customer and Rs.335/- + GST per Non- Individual customer
- z) Prepayment charges: The loan can be repaid either in part or in full anytime during the tenure of the loan. Part prepayments will be accepted subject to the condition that only THREE such part payments will be made in a financial year and that the amount prepaid each time will be equivalent to a minimum of 6 EMI's. If the amount prepaid is lesser than 6 EMIs, the amount shall be retained as EMIs received in advance.

Part prepayment will be given effect from the 1st day of the month in which the part prepayment is made irrespective of the date of payment. Consequently, Interest on part prepayments from the 1st day of the month till the date of part prepayment will be required to be paid by the customer.

i). Prepayment Charges for Housing Loans

In respect of Housing loans availed by Individuals under variable interest rate - No prepayment / foreclosure charges are applicable whether paid in full or part and paid from any source as currently mandated by the regulator.

In respect of Housing loans availed / converted to fixed interest rates by Individuals - No prepayment / foreclosure charges are applicable whether paid in full or part and paid from own sources as currently mandated by the regulator. Prepayment charges @ 2% shall be applicable if the loan is pre closed from other than own source.

ii). Pre-payment charges for Non-Housing Loans

In respect of Non-Housing loans availed by Individuals for purposes other than business - No prepayment / foreclosure charges are applicable whether paid in full or part and paid from any source as currently mandated by the regulator.

In respect of Non-Housing loans availed by Individuals for business purposes, prepayment charges @ 2% shall be applicable if the loan is paid in part or full and paid out of any source.

In respect of Non-Housing loans availed by Non-Individuals, prepayment charges @ 2% shall be applicable if the loan is paid in part or full and paid out of any source.

Non individuals may be Proprietorship, Partnership Firms, Private or Public Ltd Companies, Trusts, Societies, etc.

Necessary documentary proof to the satisfaction of SHFL should be furnished if a loan is sought to be prepaid out of own funds.

The charges indicated above may undergo changes due to market conditions.

Own Source : "Own source" for this purpose means any source other than borrowing from a Bank/HFC/NBFC or Financial Institution.

Business Purpose : The loan availed for the following purposes/usage will be treated as Business purpose.

1. Deployment of funds in business/Working capital
2. Debt consolidation
3. Acquisition/Mortgage of commercial property
4. Lease Rental Discounting loan

SHFL 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 prospectively. SHFL may choose to display information on the notice board / official website of the company, send SMS / letter to borrowers, newspaper publication or any other mode as it deems fit to intimate such changes. If such change is to the disadvantage of the customer, he/she may within 60 days and without notice close his / her account or switch it without having to pay any extra charges or interest.

*** All charges will be rounded off to the nearest rupee. Any payments made by cash will attract cash handling charges mentioned in point no.13.**

3. Rate of Interest :

- (i) Sundaram Home Prime Lending Rate (SHPLR) shall mean the percentage rate per annum which is subject to change due to market condition from time to time and notified / announced by SHFL in such form and manner as deemed appropriate by SHFL.
- (ii) Our pricing strategy is currently market driven, besides taking into account other parameters such as profile of customers, credit history, location, nature of property and loan amount.
- (iii) Variable Interest Rate (VIR) shall means that rate of interest applicable for this loan which is subject to variation on account of change in SHPLR. SHFL shall vary the rate of interest maintaining the same margin between SHPLR and VIR. The variation in rate of interest would be applied effective from the first day of the following English calendar month.
- (iv) EMI amount is intended to be kept constant irrespective of variation in SH-PLR; however, SHFL offers the options mentioned below for borrower to choose at the time of rate reset.

These clauses shall be applicable for loans availed by Individuals for purposes other than business only.

- a. To switch to fixed / floating rate of interest: Such switch requests can be allowed upto a maximum of three times during the tenor of the loan. Switch fee will be charged as applicable.
 - b. To increase / decrease the tenure of the loan commensurate to the increase / decrease in applicable interest rate
 - c. To increase the Equated Monthly Instalment (EMI) instead of extending the tenure of loan
 - d. Combination of both options (b) and (c) above
 - e. To pre-pay the loan either in full or in part, subject to foreclosure charges / part prepayment charges as applicable
- (v) An illustration of increase / decrease in EMI consequent to revision in SHPLR is indicated as under:

For every 0.5% increase in SH-PLR	EMI would increase by Rs.35 /- per month per lac
For every 0.5% decrease in SH-PLR	EMI would reduce by Rs.35/- per month per lac

- (vi) Where the borrower is desirous of opting for a Fixed Rate of Interest consequent to increase / decrease in SH-PLR, borrower would be required to give his intention in writing and contact SHFL and get the loan rescheduled accordingly. Fixed Rate of Interest prevailing at the time of such request would apply as per terms & conditions specified by SHFL at the time of rescheduling. Such rescheduling shall not in any way modify the other terms and conditions.

4. Date on which annual outstanding balance statement will be issued :

The statement of account and IT certificate will be issued to the customer once in a year at the specific request of customer without any charges. However, if the customer requests for additional copies/ duplicate certificates, the Company will recover appropriate charges as stated in point no.2 above.

In addition, we will also publish quarterly statement of account in the customer portal in our website. Intimation will be sent through SMS to the customer’s registered mobile number/email.

5. Insurance of the Property / borrowers:

- a) Life Insurance Premium Rs _____ (approximately). SHFL has made arrangements with Insurance Companies to provide life cover as per the underwriting norms of the insurer. Borrower(s) may be required to undergo medical examination and acceptance of the proposal will be at the sole discretion of the Insurance Company and SHFL has no role in this regard. The premium is fixed by the Insurance Company and is based on the loan amount, term, age and medical history of the insured. The premium can be paid as follows:-

- a) One time premium for the entire period of the loan
- b) Annual premium to be paid every year for a specified number of years as determined by the insurer. (This will be allowed only in cases where the Insurance Company is not allowed to collect the full premium upfront for the entire term of the loan.)

In either of the cases, premium is payable by the borrower before commencement of risk. SHFL is not responsible for any lapse in this regard.

- b) Personal Accident Insurance: SHFL has made arrangements with Insurance Companies to cover the risk against accidents. If life cover is not opted, borrowers can opt for Personal Accident cover. The premium is based on the loan amount and the coverage is for a period of 5 years and renewable thereafter on payment of renewal premium as advised by the Insurance Company. Along with Personal Accident, borrowers can also opt for additional cover for Critical Illness, EMI Protection and Hospital Cash. The maximum coverage period is 5 years and premium for each of these additional covers is based on the coverage amount and tenure. On expiry of the tenure term, policies can be renewed on payment of renewal premium as advised by the Insurance Company. SHFL is not responsible for any lapse in this regard.
- c) Property Insurance: Premium is payable for a period of 10 years at the time of first disbursement and renewable thereafter on payment of renewal premium as advised by the Insurance Company. The premium is based on the value of building and usage of the property and the risks covered include fire, floods and earthquake (In case of plot loans property insurance is not applicable)

Borrower shall ensure to pay the renewal premium on time and as and when it falls due and keep alive the Insurance policy assigned to us during the pendency of the loan. In the event, borrower fails to pay the renewal premium, SHFL shall have the option to renew the policy and recover the same from the customer.

- d) While the company has arrangement with Insurance companies, the Borrower is free to choose an insurance company of his/her choice.

6. Security for the Loan:

- a) Details of the primary security to be mortgaged:
- b) Details of Guarantee if any:
- c) Collateral / Interim Security if any:
- d) Penal Charges for non-creation of security :
 - i) In respect of purchase of properties: Non-receipt of sale deed within 45 days from the date of registration of the property will attract penal charges at the rate of 1% p.a. on outstanding liability from the due date for receipt of title deeds till the actual receipt of title/sale deed.
 - ii) In case of takeover : If the title deeds are not registered and submitted by the borrower within 30 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.
 - iii) In case of vendor takeover : If the title deeds are not registered and not submitted by the borrower within 45 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.

7. Conditions for Disbursement of Loan:

Disbursement of the loan will be subject to

- a) Title to the property being clear, valid, free from encumbrances and marketable.
- b) All statutory approvals being available and construction of property is in accordance with approved plan.
- c) The borrower's own contribution being infused in respect of the property (Own contribution is the difference between the total cost of the property and loan amount). Borrowers are required to submit documentary proof evidencing the sources of own contribution.
- d) The loan will be disbursed either in installments or in one lump sum as decided by SHFL based on the progress in construction / project.

- e) Compliance of any other condition that SHFL may prescribe before disbursement of loan.
- f) If the loan continues to be in partly disbursed stage after 18 months from the date of previous disbursement, SHFL will freeze the loan at the level already disbursed and the Borrower shall commence EMI for the amount disbursed. On doing so, the EMI will be reworked based on the loan outstanding at the time of such freezing of the loan amount (to the extent of loan disbursed till then, as stated above), residual loan tenure, age of the borrower and ROI prevailing at that point of time in such manner and to such an extent as SHFL may, in its sole discretion, decide and the repayment will be made as per the revised terms notwithstanding anything stated in this agreement. SHFL at its discretion and depending on merits of the case may extend the period beyond 18 months or may choose to commence EMI for the disbursed portion without downsizing the loan.

8. Refund of Processing Fee if the loan is not Sanctioned:

Minimum upfront processing fee (inclusive of GST) paid for housing and non-housing loans is non-refundable. Of the balance processing fee, only 75% (excluding GST already paid) is refundable in case the loan is not availed by the borrower for reasons whatsoever. In case of rejection by SHFL, the balance amount (excluding minimum upfront fee and GST already paid) would be refunded in full.

9. Others:

- a) In the case of Land loans, it is mandatory to complete construction of a residential dwelling unit within a period of three years from the date of disbursement of the land loan, failing which, the land loan will be converted to a Non-Housing loan and will attract the rate, term and other charges as applicable to a Non-Housing loan.
- b) Loans granted under any special scheme announced by the Regulator / Government etc. involving any benefit is subject to audit by the Regulator / Government as to the eligibility under the scheme and if at a later date, it is found that the loans do not meet the specified criteria of the scheme, the benefits/subsidy already passed on to the customers will be recalled and refunded to the Government/Regulator.

10. Repayment of Loan & Interest:

The loan is repayable in EMI every month and is detailed as under:

- a) If the loan is disbursed in one lumpsum, the date of commencement of EMI shall be the first day of the month following the month in which the disbursement of the loan is made. Additionally, PEMI (Pre-EMI Interest) is payable for the broken period from the date of disbursement till the end month.
- b) If the loan is disbursed in one lumpsum on the 1st, 2nd, or 3rd of a month, the EMI shall commence from the same month and the first EMI is payable during the same month.
- c) If the loan is disbursed in instalments, interest is payable every month on the amounts cumulatively disbursed from the date of disbursement till the commencement of EMI. The date of commencement of EMI shall be the first day of the month following the month in which the final disbursement is made.
- d) Alternately, if the loan is disbursed in instalments, borrowers can opt to pay EMI for the disbursed amount(s). In such cases, the date of commencement of EMI shall be the first day of the month following the month in which the first disbursement of the loan is made. The EMIs shall vary based on the amounts cumulatively disbursed. Additionally, PEMI is payable for the broken period from the date of disbursement(s) till the end of the month.
- e) The due date of payment is the last day of the every month. Borrowers can opt to choose billing dates for payment of EMI / PEMI as 5th, 10th, or 15th of each month.
- f) EMI is payable through electronic modes such as E-NACH/NACH.
- g) Penal charges @ 24% per annum is payable for any delay in payment of EMI/PEMI. It is calculated for the period for which the EMI / PEMI remains overdue.
- h) Cheque/NACH/ECS/Auto Debit dishonor charges of Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month is applicable for every amount that is returned unpaid. The charges are subject to revision depending upon the banking charges.

11. Appropriation of Payments:

Any payment made for credit of the loan account of the borrower by the Borrower or any third party on behalf of the Borrower under this Loan Agreement will be appropriated towards the dues, generally in the following order, namely:

- a) Incurred expenses
- b) Penal Charges for delayed payments
- c) PEMI/EMI arrears
- d) PEMI/EMI current dues
- e) Other incidental Charges i.e. (Cheque/NACH/ECS/Auto Debit return charges, prepayment charges, etc)
- f) Advance EMI
- g) Prepayment

SHFL reserves the right to change the order / proportion of appropriation for any remittance under intimation to the borrower.

12. Recovery of overdues:

In the event of delay in payment of PEMI/EMI, borrowers will be contacted through various modes advising them to repay the amount due. Where the dues are not repaid and the account is likely to become a potential Non-Performing asset (NPA), awareness notices will be sent to borrowers advising them about the consequences of default. In case the amount still remains unpaid and the account becomes an NPA, further notice will be sent advising them to regularize the loan account within a stipulated period. Where the borrower still fails to regularize the account even after receipt of the notice, the loan will be recalled by sending a notice under section 13(2) of the SARFAESI Act. The SARFAESI Act has conferred statutory powers upon the financial institution.

- (i) To take possession of the secured asset including the right to transfer by way of lease/assignment or sale of asset for realising the payment.
- (ii) To possess and seal the secured asset before enforcing the right to transfer by way of lease, assignment or sale.
- (iii) If after the sale of the secured asset, to initiate legal proceedings to recover the balance dues in case the value of the secured asset is insufficient to cover the total dues payable including legal expenses and incidental charges incurred towards recovery of dues.

Credit information relating to Borrower's account will be provided to the Credit Information Companies on a monthly basis. To avoid any adverse impact on the credit history with Credit Information Companies, borrowers are advised to ensure timely payment of the amount due on the loan amount.

13. Customer Services:

- a) To promote banking habit, we do not encourage cash payments. However, in exceptional cases, when any of the dues or charges are paid by way of cash, borrowers are advised to make the payment at any of our branches or to our authorized staff and obtain a cash receipt for the payments made. For cash payments, cash handling charges are applicable as follows:

Amount of remittance	Applicable Charges
Upto Rs.2000/-	NIL
Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt
Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt
Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt
Rs.100001/- to Rs.1,99,000/-	Rs.200/- + GST per receipt

- b) For any post disbursement requirement such as Statement of Account, Income Tax Statement, etc. Borrowers can call / write to the branch where the loan has been availed for any such requirement which will be mailed / posted within 7 working days.
- c) Photocopies of title documents will be made available to customers upon written request and on payment of a sum of Rs.250/- +GST for every such request. On payment, the requested documents will be mailed within 7 working days.
- d) The loan outstanding /Settlement figure statement will be issued within 21 days from the date of receipt of applicable charges.

- e) On loan closure, the documents will be returned to the borrower and co borrower upon request within 30 working days through our branches. In case the documents are not collected within a month from the date of loan closure, the documents will be returned by our branches to the central document storage and the borrower should give prior intimation afresh to the branch about the probable date of collection. A sum of Rs.1,000/- + GST per month would be payable by the borrower in case the documents are not collected within 45 days from the date of closure of loan.
- f) Release of Original Property documents and removal of charge registered with any registry will be completed within 30 days after full repayment/ settlement of the loan account. SHFL shall be responsible in case the above is not complied with as per RBI norms for reasons attributable to SHFL.

14. Grievance Redressal:

In case of any grievance, customers may approach the Branch Manager of the location where the loan has been applied / availed. In case, the grievance is still not addressed, they can post their complaints by way of an email to customercare@sundaramhome.in. The grievance shall be addressed within 30 working days. In case, the complainant is dissatisfied with the response or where no response is given, he/she may write / mail to

National Housing Bank, Department of Grievance Redressal,
4th Floor Core 5A, India Habitat Centre, Lodhi Road,
New Delhi 110 003
Web-link: <https://grids.nhbonline.org.in>

Please be intimated that the final Loan Agreement will supersede the terms and conditions spelt out in this letter if there is any subsequent change.

Please note that the rate of GST is subject to change by Government of India. The GST rate as applicable on the date of payment of the charges would be applied and additional Cess levied by the Government would be applied.

For any further clarifications, you may contact the Branch Manager of the location where the loan has been applied / availed. Borrowers may also visit our branch between 9.30 a.m. to 6.00 p.m. on all working days from Monday to Saturday for branches located in South India and for rest of branches between 10.00 a.m. to 6.30 p.m. for any clarification. Every 1st and 2nd Saturday will be a holiday and in case a month has five Saturdays, additionally, the 3rd Saturday will be a holiday.

The above terms and conditions have been read by the borrower(s)/read over to the borrower(s) by the staff of the Company and have been understood by the borrower(s).

We thank you for giving us an opportunity to serve you. Kindly return the duplicate copy of this letter in token of your acceptance.

Yours truly,

for **Sundaram Home Finance Limited**

Authorised Signatory

Signature of Customer

MITC - ST LAP

MOST IMPORTANT TERMS & CONDITIONS

Regd.Office: 21, Patullos Road, Chennai – 600 002
Corporate Office: 46, Whites Road, Royapettah, Chennai – 600014
Ph: 044-28515267, Fax : 044-28582235
CIN : U65922TN1999PLC042759

To

Date: _____

Sir/Madam,

Sub : Your Application for Loan

With reference to your application for loan, we confirm having made an offer as under:

1. Loan Details:

- a) Loan amount: Rs. _____(Rupees _____only). Final sanction of Loan will be subject to the following:
 - (i) Proof of income and other loan commitments declared.
 - (ii) Property being found to be marketable, conforming to the laws of the land and having sufficient value to cover the loan amount, after inspection by the officials of the Company.
 - (iii) Title to the property being clear, valid, free from encumbrances and marketable.
- b) Product: _____(Non-Housing Loan)
- c) Purpose of Loan : _____
- d) Term: _____ (months /years) plus moratorium of ____ months
- e) Rate of Interest: _____% per annum (fixed) at monthly rests
- f) Equated Monthly Instalment (EMI): Rs. _____

2. Fee & Other charges:

- a) Processing fee:-
 - (i) Upfront Processing Fees: [Rs. (or) %] _____ + GST (non-refundable)
 - (ii) Balance payable: [Rs. (or) %] _____ + GST before disbursement of loan. (This will vary in case of any subsequent increase / decrease in the loan amount)
- b) Income Appraisal Fees (if applicable): Rs. _____ (actual) + GST (payable upfront and non-refundable)
- c) Documentation charges: Rs. _____ + GST (Kerala – Rs.800/-, Rajasthan – Rs.700/-, Maharashtra & Gujarat Rs.600/-, Tamil Nadu – Rs.1000/- and Other states Rs.450/-)
- d) CERSAI charge applicable for each property : Rs.100 + GST
- e) Internal Legal & Technical Appraisal charges: Rs.3000/- each + GST as applicable
- f) External Legal & Technical Appraisal charges (only if external opinion obtained): Ranges from Rs.3000/- to Rs.10000/- + GST
- g) Stamp Duty (MOTD) fee (as per the Stamp & Registration Act of the respective State Government) & Registration charges at Sub-Registrar Office (SRO): As applicable
- h) Statement charges : Rs.500/- + GST. Not applicable if requested for the first time in a financial year.
- i) Loan Outstanding/Settlement Figure Statement Charges : Rs.500/- + GST
- j) Document Retrieval charges : NIL
- k) Cheque/NACH/ECS/Auto Debit return charges : Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month.
- l) Bank Charges : Rs.1/- per Rs.1000/- + GST if the disbursement is made through Demand Draft (DD).
- m) Document Handling Charges : Rs.1200/- + GST for Tamil Nadu, Rs.1500/- + GST for Andhra Pradesh & Telengana, Rs.1550/- + GST for Karnataka, Rs.2500/- + GST for Madhya Pradesh, Odisha, Rajasthan, West Bengal, Gujarat and Maharashtra (Wherever the external agency is engaged for registration).

- n) Charges towards MOTD Cancellation/Discharge of Mortgage : As per actuals / charges levied by any third parties plus applicable taxes and Statutory levies.
 - o) CA Certification Fee : Rs.10000/- + GST (wherever Form 26A is provided to customer)
 - p) Outstation Cheque charges : Rs.4/- per Rs.1000/- + GST
 - q) Non PDC/Non Mandate Collection for PEMI/EMI : Rs.300/- + GST. Applicable where we have to follow up for payments.
 - r) Swapping mandate to cheque in place of NACH/ECS/Auto Debit : Rs.500/- + GST
 - s) Repossession Charges : Actual expenses + GST
 - t) Travelling Expenses per month : Rs.200/- + GST (2 dues or more which are in arrears)
 - u) Bureau Charges : Rs.49/- + GST per Individual customer and Rs.335/- + GST per Non- Individual customer
- v) Prepayment charges: The loan can be repaid either in part or in full anytime during the tenure of the loan. Part prepayments will be accepted subject to the condition that only THREE such part payments will be made in a financial year and that the amount prepaid each time will be equivalent to a minimum of 6 EMI's. If the amount prepaid is lesser than 6 EMIs, the amount shall be retained as EMIs received in advance.

Part prepayment will be given effect from the 1st day of the month in which the part prepayment is made irrespective of the date of payment. Consequently, Interest on part prepayments from the 1st day of the month till the date of part prepayment will be required to be paid by the customer.

ii). Pre-payment charges for Non-Housing Loans booked under Fixed Rate of Interest

In respect of Non-Housing loans availed by Individuals, prepayment charges @ 4% shall be applicable if the loan is paid in part or full and paid out of any source.

In respect of Non-Housing loans availed by Non-Individuals, prepayment charges @ 4% shall be applicable if the loan is paid in part or full and paid out of any source.

Non individuals may be Proprietorship, Partnership Firms, Private or Public Ltd Companies, Trusts, Societies, etc.

The charges indicated above may undergo changes due to market conditions.

SHFL 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 prospectively. SHFL may choose to display information on the notice board / official website of the company, send SMS / letter to borrowers, newspaper publication or any other mode as it deems fit to intimate such changes. If such change is to the disadvantage of the customer, he/she may within 60 days and without notice close his / her account or switch it without having to pay any extra charges or interest.

*** All charges will be rounded off to the nearest rupee. Any payments made by cash will attract cash handling charges mentioned in point no. 13.**

3. Rate of Interest:

- (i) Fixed Rate of Interest offered by SHFL. Fixed Rate of interest would apply as per terms & conditions specified by SHFL

4. Date on which annual outstanding balance statement will be issued:

The statement of account will be issued to the customer once in a year at the specific request of customer without any charges. However, if the customer requests for additional copies, the Company will recover appropriate charges as stated in point no.2 above.

In addition, we will also publish quarterly statement of account in the customer portal in our website. Intimation will be sent through SMS to the customer's registered mobile number/email.

5. Insurance:

- a) Life Insurance Premium Rs _____ (approximately). SHFL has made arrangements with Insurance Companies to provide life cover as per the underwriting norms of the insurer. Borrower(s) may be required to undergo medical examination and acceptance of the proposal will be at the sole discretion of the Insurance Company and SHFL has no role in this regard. The premium is fixed by the Insurance Company and is based on the loan amount, term, age and medical history of the insured. The premium can be paid as follows:-
 - a) One time premium for the entire period of the loan
 - b) Annual premium to be paid every year for a specified number of years as determined by the insurer. (This will be allowed only in cases where the Insurance Company is not allowed to collect the full premium upfront for the entire term of the loan.)In either of the cases, premium is payable by the borrower before commencement of risk. SHFL is not responsible for any lapse in this regard.
- b) Personal Accident Insurance: SHFL has made arrangements with Insurance Companies to cover the risk against accidents. If life cover is not opted, borrowers can opt for Personal Accident cover. The premium is based on the loan amount and the coverage is for a period of 5 years and renewable thereafter on payment of renewal premium as advised by the Insurance Company. Along with Personal Accident, borrowers can also opt for additional cover for Critical Illness, EMI Protection and Hospital Cash. The maximum coverage period is 5 years and premium for each of these additional covers is based on the coverage amount and tenure. On expiry of the tenure term, policies can be renewed on payment of renewal premium as advised by the Insurance Company. SHFL is not responsible for any lapse in this regard.
- c) While the company has arrangement with Insurance companies, the Borrower is free to choose an insurance company of his/her choice.

6. Security for the Loan:

- a) Details of the primary security to be mortgaged:
- b) Details of Guarantee if any:
- c) Collateral / Interim Security if any:
- d) Penal Charges for non-creation of security or non-submission of security
- e) In respect of purchase of properties: Non-receipt of sale deed within 45 days from the date of registration of the property will attract penal charges at the rate of 1% p.a. on outstanding liability from the due date for receipt of title deeds till the actual receipt of title/sale deed
 - i) In case of takeover : If the title deeds are not submitted by the borrower within 30 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.

7. Conditions for Disbursement of Loan:

Disbursement of the loan will be subject to

- a) Title to the property being clear, valid, free from encumbrances and marketable.
- b) All statutory approvals being available and construction of property is in accordance with approved plan.
- c) The borrower's own contribution being infused in respect of the property (Own contribution is the difference between the total cost of the property and loan amount). Borrowers are required to submit documentary proof evidencing the sources of own contribution.
- d) The loan will be disbursed either in installments or in one lump sum as decided by SHFL based on the progress in construction / project.
- e) Compliance of any other condition that SHFL may prescribe before disbursement of loan.
- f) If the loan continues to be in partly disbursed stage after 18 months from the date of previous disbursement, SHFL will freeze the loan at the level already disbursed and the Borrower shall commence EMI for the amount disbursed. On doing so, the EMI will be reworked based on the loan outstanding at the time of such freezing of the loan amount (to the extent of loan disbursed till then, as stated above), residual loan tenure, age of the borrower and ROI prevailing at that point of time in such manner and to such an extent as SHFL may, in its sole discretion, decide and the repayment will be made as per the revised terms notwithstanding anything stated in this agreement. SHFL at its discretion and depending on merits of the case may extend the period beyond 18 months or may choose to commence EMI for the disbursed portion without downsizing the loan.

8. Refund of Processing Fee if the loan is not Sanctioned:

Minimum upfront processing fee (inclusive of GST) paid for housing and non-housing loans is non-refundable. Of the balance processing fee, only 75% (excluding GST already paid) is refundable in case the loan is not availed by the borrower for reasons whatsoever. In case of rejection by SHFL, the balance amount (excluding minimum upfront fee and GST already paid) would be refunded in full.

9. Others:

- a) Loans granted under any special scheme announced by the Regulator / Government etc. involving any benefit is subject to audit by the Regulator / Government as to the eligibility under the scheme and if at a later date, it is found that the loans do not meet the specified criteria of the scheme, the benefits/subsidy already passed on to the customers will be recalled and refunded to the Government/Regulator.

10. Repayment of Loan & Interest:

The loan is repayable in EMI every month and is detailed as under:

- a) If the loan is disbursed in one lumpsum, the date of commencement of EMI shall be the first day of the month following the month in which the disbursement of the loan is made. Additionally, PEMI (Pre-EMI Interest) is payable for the broken period from the date of disbursement till the end month.
- b) If the loan is disbursed in one lumpsum on the 1st, 2nd, or 3rd of a month, the EMI shall commence from the same month and the first EMI is payable during the same month.
- c) If the loan is disbursed in instalments, interest is payable every month on the amounts cumulatively disbursed from the date of disbursement till the commencement of EMI. The date of commencement of EMI shall be the first day of the month following the month in which the final disbursement is made.
- d) Alternately, if the loan is disbursed in instalments, borrowers can opt to pay EMI for the disbursed amount(s). In such cases, the date of commencement of EMI shall be the first day of the month following the month in which the first disbursement of the loan is made. The EMIs shall vary based on the amounts cumulatively disbursed. Additionally, PEMI is payable for the broken period from the date of disbursement(s) till the end of the month.
- e) The due date of payment is the last day of the every month. Borrowers can opt to choose billing dates for payment of EMI / PEMI as 5th, 10th, or 15th of each month.
- f) EMI is payable through electronic modes such as E-NACH/NACH.
- g) Penal charges @ 24% per annum is payable for any delay in payment of EMI/PEMI. It is calculated for the period for which the EMI / PEMI remains overdue.
- h) Cheque/NACH/ECS/Auto Debit dishonor charges of Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month is applicable for every amount that is returned unpaid. The charges are subject to revision depending upon the banking charges.

Disbursement date refers to the date of handing over of financial instrument duly acknowledged by customer (or) direct credit to the desired account as per customer request in compliance with regulatory mandate

11. Appropriation of Payments:

Any payment made for credit of the loan account of the borrower by the Borrower or any third party on behalf of the Borrower under this Loan Agreement will be appropriated towards the dues, generally in the following order, namely:

- a) Incurred expenses
- b) Penal Charges for delayed payments
- c) PEMI/EMI arrears
- d) PEMI/EMI current dues
- e) Other incidental Charges i.e. (Cheque/NACH/ECS/Auto Debit return charges, prepayment charges, etc)
- f) Advance EMI
- g) Prepayment

SHFL reserves the right to change the order / proportion of appropriation for any remittance under intimation to the borrower.

12. Recovery of overdues:

In the event of delay in payment of PEMI/EMI, borrowers will be contacted through various modes advising them to repay the amount due. Where the dues are not repaid and the account is likely to become a potential Non-Performing asset (NPA), awareness notices will be sent to borrowers advising them about the consequences of default. In case the amount still remains unpaid and the account becomes an NPA, further notice will be sent advising them to regularize the loan account within a stipulated period. Where the borrower still fails to regularize the account even after receipt of the notice, the loan will be recalled by sending a notice under section 13(2) of the SARFAESI Act. The SARFAESI Act has conferred statutory powers upon the financial institution.

- (i) To take possession of the secured asset including the right to transfer by way of lease/assignment or sale of asset for realising the payment.
- (ii) To possess and seal the secured asset before enforcing the right to transfer by way of lease, assignment or sale.
- (iii) If after the sale of the secured asset, to initiate legal proceedings to recover the balance dues in case the value of the secured asset is insufficient to cover the total dues payable including legal expenses and incidental charges incurred towards recovery of dues.

Credit information relating to Borrower's account will be provided to the Credit Information Companies on a monthly basis. To avoid any adverse impact on the credit history with Credit Information Companies, borrowers are advised to ensure timely payment of the amount due on the loan amount.

13. Customer Services:

1. To promote banking habit, we do not encourage cash payments. However, in exceptional cases, when any of the dues or charges are paid by way of cash, borrowers are advised to make the payment at any of our branches or to our authorized staff and obtain a cash receipt for the payments made. For cash payments, cash handling charges are applicable as follows:

Amount of remittance	Applicable Charges
Upto Rs.2000/-	NIL
Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt
Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt
Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt
Rs.100001/- to Rs.1,99,000/-	Rs.200/- + GST per receipt

- b) For any post disbursement requirement such as Statement of Account, Income Tax Statement, etc. Borrowers can call / write to the branch where the loan has been availed for any such requirement which will be mailed / posted within 7 working days.
- c) Photocopies of title documents will be made available to customers upon written request and on payment of a sum of Rs.250/- +GST for every such request. On payment, the requested documents will be mailed within 7 working days.
- d) The loan outstanding /Settlement figure statement will be issued within 21 days from the date of receipt of applicable charges.
- e) On loan closure, the documents will be returned to the borrower and co borrower upon request within 30 working days through our branches. In case the documents are not collected within a month from the date of loan closure, the documents will be returned by our branches to the central document storage and the borrower should give prior intimation afresh to the branch about the probable date of collection. A sum of Rs.1,000/- + GST per month would be payable by the borrower in case the documents are not collected within 45 days from the date of closure of loan.
- f) Release of Original Property documents and removal of charge registered with any registry will be completed within 30 days after full repayment/ settlement of the loan account. SHFL shall be responsible in case the above is not complied with as per RBI norms for reasons attributable to SHFL.

14. Grievance Redressal:

In case of any grievance, customers may approach the Branch Manager of the location where the loan has been applied / availed. In case, the grievance is still not addressed, they can post their complaints by way of an email to customercare@sundaramhome.in. The grievance shall be addressed within 30 working days. In case, the complainant is dissatisfied with the response or where no response is given, he/she may write / mail to

National Housing Bank, Department of Grievance Redressal,
4th Floor Core 5A, India Habitat Centre, Lodhi Road,
New Delhi 110 003
Web-link: <https://grids.nhbonline.org.in>

Please be intimated that the final Loan Agreement will supersede the terms and conditions spelt out in this letter if there is any subsequent change.

Please note that the rate of GST is subject to change by Government of India. The GST rate as applicable on the date of payment of the charges would be applied and additional Cess levied by the Government would be applied.

For any further clarifications, you may contact the Branch Manager of the location where the loan has been applied / availed. Borrowers may also visit our branch between 9.30 a.m. to 6.00 p.m. on all working days from Monday to Saturday for branches located in South India and for rest of branches between 10.00 a.m. to 6.30 p.m. for any clarification. Every 1st and 2nd Saturday will be a holiday and in case a month has five Saturdays, additionally, the 3rd Saturday will be a holiday.

The above terms and conditions have been read by the borrower(s)/read over to the borrower(s) by the staff of the Company and have been understood by the borrower(s).

We thank you for giving us an opportunity to serve you. Kindly return the duplicate copy of this letter in token of your acceptance.

Yours truly,

for **Sundaram Home Finance Limited**

Authorised Signatory

Signature of Customer

MITC - AH

MOST IMPORTANT TERMS & CONDITIONS

To

Regd.Office: 21, Patullos Road, Chennai – 600 002
Corporate Office: 46, Whites Road, Royapettah, Chennai – 600014
Ph: 044-28515267, Fax : 044-28582235
CIN : U65922TN1999PLC042759
Date: _____

Sir/Madam,

Sub : Your Application for Loan

With reference to your application for loan, we confirm having made an offer as under:

1. Loan Details:

- a) Loan amount: Rs. _____ (Rupees _____ only).
Final sanction of Loan will be subject to the following:
- (i) Proof of income and other loan commitments declared.
 - (ii) Property being found to be marketable, conforming to the laws of the land and having sufficient value to cover the loan amount, after inspection by the officials of the Company.
 - (iii) Title to the property being clear, valid, free from encumbrances and marketable.
- b) Product: _____ [Housing Loan (or) Non-Housing Loan (or) Land Loan]
c) Purpose of Loan : _____
d) Term: _____ (months /years) plus moratorium of ___ months
e) Rate of Interest: _____ % per annum (variable) at monthly rests.
f) Equated Monthly Instalment (EMI): Rs. _____

2. Fee & Other charges:

- a) Processing fee: -
(i) Upfront Processing Fees: [Rs. (or) %] _____ + GST (non-refundable)
(ii) Balance payable: [Rs. (or) %] _____ + GST before disbursement of loan. (This will vary in case of any subsequent increase / decrease in the loan amount)
- b) Income Appraisal Fees (if applicable): Rs. _____ (actual) + GST (payable upfront and non-refundable)
c) Documentation charges: Rs. _____ + GST (Kerala – Rs.800/-, Rajasthan – Rs.700/-, Maharashtra & Gujarat Rs.600/-, Tamil Nadu – Rs.1000/- and Other states Rs.450/-)
d) CERSAI charge applicable for each property: Rs.100 + GST
e) Internal Legal & Technical Appraisal charges: Rs.3000/- each + GST
f) External Legal & Technical Appraisal charges (only if external opinion obtained): Ranges from Rs.1500/- to Rs.10000/- + GST
g) Stamp Duty (MOTD) fee (as per the Stamp & Registration Act of the respective State Government) & Registration charges at Sub-Registrar Office (SRO): As applicable
h) Switch Fee: 0.5% of the Principal Outstanding + GST
i) Statement charges: Rs.500/- + GST. Not applicable if requested for the first time in a financial year.
j) IT Certificate Charges : Rs.500/- + GST. Not applicable if requested for the first time in a financial year.
k) Loan Outstanding/Settlement Figure Statement Charges : Rs.500/- + GST
l) Document Retrieval charges : NIL
m) Conversion charges : NIL
n) Cheque/NACH/ECS/Auto Debit return charges : Rs.500/- + GST per instance upto 2 instances per month and Rs.1000/- + GST per instance for more than 2 instances per month.
o) Bank Charges : Rs.1/- per Rs.1000/- + GST if the disbursement is made through Demand Draft (DD).
p) Document Handling Charges : Rs.1200/- + GST for Tamil Nadu, Rs.1500/- + GST for Andhra Pradesh & Telengana, Rs.1550/- + GST for Karnataka, Rs.2500/- + GST for Madhya Pradesh, Odisha, Rajasthan, West Bengal, Gujarat and Maharashtra (Wherever the external agency is engaged for registration).

- q) Charges towards MOTD Cancellation/Discharge of Mortgage : As per actuals / charges levied by any third parties plus applicable taxes and Statutory levies.
- r) Repricing Fee : 0.50% + GST
- s) CA Certification Fee : Rs.10000/- + GST (wherever Form 26A is provided to customer)
- t) Outstation Cheque charges : Rs.4/- per Rs.1000/- + GST
- u) Non PDC/Non Mandate Collection for PEMI/EMI : Rs.300/- + GST. Applicable where we have to follow up for payments.
- v) Swapping mandate to cheque in place of NACH/ECS/Auto Debit : Rs.500/- + GST
- w) Repossession Charges : Actual expenses + GST
- x) Travelling Expenses per month : Rs.200/- + GST (2 dues or more which are in arrears)
- y) Bureau Charges : Rs.49/- + GST per Individual customer and Rs.335/- + GST per Non- Individual customer
- z) Prepayment charges: The loan can be repaid either in part or in full anytime during the tenure of the loan. Part prepayments will be accepted subject to the condition that only THREE such part payments will be made in a financial year and that the amount prepaid each time will be equivalent to a minimum of 6 EMI's. If the amount prepaid is lesser than 6 EMIs, the amount shall be retained as EMIs received in advance.

Part prepayment will be given effect from the 1st day of the month in which the part prepayment is made irrespective of the date of payment. Consequently, Interest on part prepayments from the 1st day of the month till the date of part prepayment will be required to be paid by the customer.

i). Prepayment Charges for Housing Loans

In respect of Housing loans availed by Individuals/non-individual under variable interest rate - No prepayment / foreclosure charges are applicable whether paid in full or part and paid from any source as currently mandated by the regulator.

In respect of Housing loans availed / converted to fixed interest rates by Individuals - No prepayment / foreclosure charges are applicable whether paid in full or part and paid from own sources as currently mandated by the regulator, and a prepayment charges @3% shall be applicable if closed with other than own source

In respect of Housing loans availed by Non-Individual under fixed rate of interest rate – Prepayment/foreclosure charges at the rate of 3% shall be applicable whether paid in full or part and paid from any source as currently mandated by the regulator

ii). Pre-payment charges for Non-Housing Loans

In respect of Non-Housing loans availed by Individuals for purposes other than business under variable rate of interest - No prepayment / foreclosure charges are applicable whether paid in full or part and paid from any source as currently mandated by the regulator.

In respect of Non-Housing loans availed/converted to fixed rate by Individuals for other than business purpose - Prepayment / foreclosure charges @ 3% shall be applicable whether paid in full or part and paid from any source as currently mandated by the regulator.

In respect of Non-Housing loans under variable or fixed rate availed by Individuals for business purpose or by non-individuals for any purpose, prepayment/foreclosure charges @ 3% shall be applicable if the loan is paid in part or full and paid out of any source.

Non individuals may be Proprietorship, Partnership Firms, Private or Public Ltd Companies, Trusts, Societies, etc. Necessary documentary proof to the satisfaction of SHFL should be furnished if a loan is sought to be prepaid out of own funds.

The charges indicated above may undergo changes due to market conditions.

Own Source: "Own source" for this purpose means any source other than borrowing from a Bank/HFC/NBFC or Financial Institution.

Business Purpose: The loan availed for the following purposes/usage will be treated as Business purpose.

1. Deployment of funds in business/Working capital
2. Debt consolidation
3. Acquisition/Mortgage of commercial property
4. Lease Rental Discounting loan

SHFL 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 prospectively. SHFL may choose to display information on the notice board / official website of the company, send SMS / letter to borrowers, newspaper publication or any other mode as it deems fit to intimate such changes. If such change is to the disadvantage of the customer, he/she may within 60 days and without notice close his / her account or switch it without having to pay any extra charges or interest.

*** All charges will be rounded off to the nearest rupee. Any payments made by cash will attract cash handling charges mentioned in point no.13.**

3. Rate of Interest:

- (i) Sundaram Home Prime Lending Rate (SHPLR) shall mean the percentage rate per annum which is subject to change due to market condition from time to time and notified / announced by SHFL in such form and manner as deemed appropriate by SHFL.
- (ii) Our pricing strategy is currently market driven, besides taking into account other parameters such as profile of customers, credit history, location, nature of property and loan amount.
- (iii) Variable Interest Rate (VIR) shall mean that rate of interest applicable for this loan which is subject to variation on account of change in SHPLR. SHFL shall vary the rate of interest maintaining the same margin between SHPLR and VIR. The variation in rate of interest would be applied effective from the first day of the following English calendar month.
- (iv) EMI amount is intended to be kept constant irrespective of variation in SH-PLR; however, SHFL offers the options mentioned below for borrower to choose at the time of rate reset.

These clauses shall be applicable for loans availed by Individuals for purposes other than business only.

- a. To switch to fixed / floating rate of interest: Such switch requests can be allowed upto a maximum of three times during the tenor of the loan. Switch fee will be charged as applicable.
- b. To increase / decrease the tenure of the loan commensurate to the increase / decrease in applicable interest rate
- c. To increase the Equated Monthly Instalment (EMI) instead of extending the tenure of loan
- d. Combination of both options (b) and (c) above
- e. To pre-pay the loan either in full or in part, subject to foreclosure charges / part prepayment charges as applicable

- (v) An illustration of increase / decrease in EMI consequent to revision in SHPLR is indicated as under:

For every 0.5% increase in SH-PLR	EMI would increase by Rs.35 /- per month per lac
For every 0.5% decrease in SH-PLR	EMI would reduce by Rs.35/- per month per lac

- (vi) Where the borrower is desirous of opting for a Fixed Rate of Interest consequent to increase / decrease in SH-PLR, borrower would be required to give his intention in writing and contact SHFL and get the loan rescheduled accordingly. Fixed Rate of Interest prevailing at the time of such request would apply as per terms & conditions specified by SHFL at the time of reschedule. Such a reschedule shall not in any way modify the other terms and conditions.

4. Date on which annual outstanding balance statement will be issued:

The statement of account and IT certificate will be issued to the customer once a year at the specific request of customer without any charges. However, if the customer requests additional copies/ duplicate certificates, the Company will recover appropriate charges as stated in point no.2 above.

In addition, we will also publish a quarterly statement of account in the customer portal on our website. Intimation will be sent through SMS to the customer's registered mobile number/email.

5. Insurance of the Property / borrowers:

- a) Life Insurance Premium Rs _____ (approximately). SHFL has made arrangements with Insurance Companies to provide life cover as per the underwriting norms of the insurer. Borrower(s) may be required to undergo medical examination and acceptance of the proposal will be at the sole discretion of the Insurance Company and SHFL has no role in this regard. The premium is fixed by the Insurance Company and is based on the loan amount, term, age and medical history of the insured. The premium can be paid as follows:-
- a) One time premium for the entire period of the loan
 - b) Annual premium to be paid every year for a specified number of years as determined by the insurer. (This will be allowed only in cases where the Insurance Company is not allowed to collect the full premium upfront for the entire term of the loan.)
- In either of the cases, premium is payable by the borrower before commencement of risk. SHFL is not responsible for any lapse in this regard.
- b) Personal Accident Insurance: SHFL has made arrangements with Insurance Companies to cover the risk against accidents. If life cover is not opted, borrowers can opt for Personal Accident cover. The premium is based on the loan amount and the coverage is for a period of 5 years and renewable thereafter on payment of renewal premium as advised by the Insurance Company. Along with Personal Accident, borrowers can also opt for additional cover for Critical Illness, EMI Protection and Hospital Cash. The maximum coverage period is 5 years and premium for each of these additional covers is based on the coverage amount and tenure. On expiry of the tenure term, policies can be renewed on payment of renewal premium as advised by the Insurance Company. SHFL is not responsible for any lapse in this regard.
- c) Property Insurance: Premium is payable for a period of 10 years at the time of first disbursement and renewable thereafter on payment of renewal premium as advised by the Insurance Company. The premium is based on the value of building and usage of the property and the risks covered include fire, floods and earthquake (In case of plot loans property insurance is not applicable)

Borrower shall ensure to pay the renewal premium on time and as and when it falls due and keep alive the Insurance policy assigned to us during the pendency of the loan. In the event, borrower fails to pay the renewal premium, SHFL shall have the option to renew the policy and recover the same from the customer.

- d) While the company has arrangement with Insurance companies, the Borrower is free to choose an insurance company of his/her choice.

6. Security for the Loan:

- a) Details of the primary security to be mortgaged:
- b) Details of Guarantee if any:
- c) Collateral / Interim Security if any:
- d) Penal Charges for non-creation of security :
 - i) In respect of purchase of properties: Non-receipt of sale deed within 45 days from the date of registration of the property will attract penal charges at the rate of 1% p.a. on outstanding liability from the due date for receipt of title deeds till the actual receipt of title/sale deed.
 - ii) In case of takeover : If the title deeds are not registered and submitted by the borrower within 30 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.
 - iii) In case of vendor takeover : If the title deeds are not registered and not submitted by the borrower within 45 days, penal charges of 2% p.a. on the outstanding liability from the due date for receipt of the original documents till the actual receipt of the original documents will be charged.

7. Conditions for Disbursement of Loan:

Disbursement of the loan will be subject to

- a) Title to the property being clear, valid, free from encumbrances and marketable.
- b) All statutory approvals being available and construction of property is in accordance with approved plan.
- c) The borrower's own contribution being infused in respect of the property (Own contribution is the difference between the total cost of the property and loan amount). Borrowers are required to submit documentary proof evidencing the sources of own contribution.

- d) The loan will be disbursed either in installments or in one lump sum as decided by SHFL based on the progress in construction / project.
- e) Compliance of any other condition that SHFL may prescribe before disbursement of loan.
- f) If the loan continues to be in partly disbursed stage after 18 months from the date of previous disbursement, SHFL will freeze the loan at the level already disbursed and the Borrower shall commence EMI for the amount disbursed. On doing so, the EMI will be reworked based on the loan outstanding at the time of such freezing of the loan amount (to the extent of loan disbursed till then, as stated above), residual loan tenure, age of the borrower and ROI prevailing at that point of time in such manner and to such an extent as SHFL may, in its sole discretion, decide and the repayment will be made as per the revised terms notwithstanding anything stated in this agreement. SHFL at its discretion and depending on merits of the case may extend the period beyond 18 months or may choose to commence EMI for the disbursed portion without downsizing the loan.

8. Refund of Processing Fee if the loan is not Sanctioned:

Minimum upfront processing fee (inclusive of GST) paid for housing and non-housing loans is non-refundable. Of the balance processing fee, only 75% (excluding GST already paid) is refundable in case the loan is not availed by the borrower for reasons whatsoever. In case of rejection by SHFL, the balance amount (excluding minimum upfront fee and GST already paid) would be refunded in full.

9. Others:

- a) In the case of Land loans, it is mandatory to complete construction of a residential dwelling unit within a period of three years from the date of disbursement of the land loan, failing which, the land loan will be converted to a Non-Housing loan and will attract the rate, term and other charges as applicable to a Non-Housing loan.
- b) Loans granted under any special scheme announced by the Regulator / Government etc. involving any benefit is subject to audit by the Regulator / Government as to the eligibility under the scheme and if at a later date, it is found that the loans do not meet the specified criteria of the scheme, the benefits/subsidy already passed on to the customers will be recalled and refunded to the Government/Regulator.

10. Repayment of Loan & Interest:

The loan is repayable in EMI every month and is detailed as under:

- a) If the loan is disbursed in one lumpsum, the date of commencement of EMI shall be the first day of the month following the month in which the disbursement of the loan is made. Additionally, PEMI (Pre-EMI Interest) is payable for the broken period from the date of disbursement till the end month.
- b) If the loan is disbursed in one lumpsum on the 1st, 2nd, or 3rd of a month, the EMI shall commence from the same month and the first EMI is payable during the same month.
- c) If the loan is disbursed in instalments, interest is payable every month on the amounts cumulatively disbursed from the date of disbursement till the commencement of EMI. The date of commencement of EMI shall be the first day of the month following the month in which the final disbursement is made.
- d) Alternately, if the loan is disbursed in instalments, borrowers can opt to pay EMI for the disbursed amount(s). In such cases, the date of commencement of EMI shall be the first day of the month following the month in which the first disbursement of the loan is made. The EMIs shall vary based on the amounts cumulatively disbursed. Additionally, PEMI is payable for the broken period from the date of disbursement(s) till the end of the month.
- e) The due date of payment is the last day of the every month. Borrowers can opt to choose billing dates for payment of EMI / PEMI as 5th, 10th, or 15th of each month.
- f) EMI is payable through electronic modes such as E-NACH/NACH.
- g) Penal charges @ 24% per annum is payable for any delay in payment of EMI/PEMI. It is calculated for the period for which the EMI / PEMI remains overdue.
- h) Cheque/NACH/ECS/Auto Debit dishonor charges of Rs.500/- + GST per instance upto 2 instances per month and Rs.10,00/- + GST per instance for more than 2 instances per month is applicable for every amount that is returned unpaid. The charges are subject to revision depending upon the banking charges.

11. Appropriation of Payments:

Any payment made for credit of the loan account of the borrower by the Borrower or any third party on behalf of the Borrower under this Loan Agreement will be appropriated towards the dues, generally in the following order, namely:

- a) Incurred expenses
- b) Penal Charges for delayed payments
- c) PEMI/EMI arrears
- d) PEMI/EMI current dues
- e) Other incidental Charges i.e. (Cheque/NACH/ECS/Auto Debit return charges, prepayment charges, etc)
- f) Advance EMI
- g) Prepayment

SHFL reserves the right to change the order / proportion of appropriation for any remittance under intimation to the borrower.

12. Recovery of overdues:

In the event of delay in payment of PEMI/EMI, borrowers will be contacted through various modes advising them to repay the amount due. Where the dues are not repaid and the account is likely to become a potential Non-Performing asset (NPA), awareness notices will be sent to borrowers advising them about the consequences of default. In case the amount still remains unpaid and the account becomes an NPA, further notice will be sent advising them to regularize the loan account within a stipulated period. Where the borrower still fails to regularize the account even after receipt of the notice, the loan will be recalled by sending a notice under section 13(2) of the SARFAESI Act. The SARFAESI Act has conferred statutory powers upon the financial institution.

- (i) To take possession of the secured asset including the right to transfer by way of lease/assignment or sale of asset for realising the payment.
- (ii) To possess and seal the secured asset before enforcing the right to transfer by way of lease, assignment or sale.
- (iii) If after the sale of the secured asset, to initiate legal proceedings to recover the balance dues in case the value of the secured asset is insufficient to cover the total dues payable including legal expenses and incidental charges incurred towards recovery of dues.

Credit information relating to Borrower's account will be provided to the Credit Information Companies on a monthly basis. To avoid any adverse impact on the credit history with Credit Information Companies, borrowers are advised to ensure timely payment of the amount due on the loan amount.

13. Customer Services:

- a) To promote banking habit, we do not encourage cash payments. However, in exceptional cases, when any of the dues or charges are paid by way of cash, borrowers are advised to make the payment at any of our branches or to our authorized staff and obtain a cash receipt for the payments made. For cash payments, cash handling charges are applicable as follows:

Amount of remittance	Applicable Charges
Upto Rs.2000/-	NIL
Rs.2001/- to Rs.10000/-	Rs.30/- + GST per receipt
Rs.10001/- to Rs.50000/-	Rs.60/- + GST per receipt
Rs.50001/- to Rs.100000/-	Rs.150/- + GST per receipt
Rs.100001/- to Rs.1,99,000/-	Rs.200/- + GST per receipt

- b) For any post disbursement requirement such as Statement of Account, Income Tax Statement, etc. Borrowers can call / write to the branch where the loan has been availed for any such requirement which will be mailed / posted within 7 working days.
- c) Photocopies of title documents will be made available to customers upon written request and on payment of a sum of Rs.250/- +GST for every such request. On payment, the requested documents will be mailed within 7 working days.
- d) The loan outstanding /Settlement figure statement will be issued within 21 days from the date of receipt of applicable charges.

- e) On loan closure, the documents will be returned to the borrower and co borrower upon request within 30 working days through our branches. In case the documents are not collected within a month from the date of loan closure, the documents will be returned by our branches to the central document storage and the borrower should give prior intimation afresh to the branch about the probable date of collection. A sum of Rs.1,000/- + GST per month would be payable by the borrower in case the documents are not collected within 45 days from the date of closure of loan.
- f) Release of Original Property documents and removal of charge registered with any registry will be completed within 30 days after full repayment/ settlement of the loan account. SHFL shall be responsible in case the above is not complied with as per RBI norms for reasons attributable to SHFL.

14. Grievance Redressal:

In case of any grievance, customers may approach the Branch Manager of the location where the loan has been applied / availed. In case, the grievance is still not addressed, they can post their complaints by way of an email to customercare@sundaramhome.in. The grievance shall be addressed within 30 working days. In case, the complainant is dissatisfied with the response or where no response is given, he/she may write / mail to

National Housing Bank, Department of Grievance Redressal, 4th
Floor Core 5A, India Habitat Centre, Lodhi Road,
New Delhi 110 003
Web-link: <https://grids.nhbonline.org.in>

Please be intimated that the final Loan Agreement will supersede the terms and conditions spelt out in this letter if there is any subsequent change.

Please note that the rate of GST is subject to change by Government of India. The GST rate as applicable on the date of payment of the charges would be applied and additional Cess levied by the Government would be applied.

For any further clarifications, you may contact the Branch Manager of the location where the loan has been applied / availed. Borrowers may also visit our branch between 9.30 a.m. to 6.00 p.m. on all working days from Monday to Saturday for branches located in South India and for rest of branches between 10.00 a.m. to 6.30 p.m. for any clarification. Every 1st and 2nd Saturday will be a holiday and in case a month has five Saturdays, additionally, the 3rd Saturday will be a holiday.

The above terms and conditions have been read by the borrower(s)/read over to the borrower(s) by the staff of the Company and have been understood by the borrower(s).

We thank you for giving us an opportunity to serve you. Kindly return the duplicate copy of this letter in token of your acceptance.

Yours truly,

for **Sundaram Home Finance Limited**

Authorised Signatory

Signature of Customer