

17-Aug-2024

Mr./Ms. Hema Chandran S S  
NO 24 KAMALA VINAYAGAR KOVIL S  
ARAKKONAM  
NEMILI PUNNAI  
NAMALI 631051

Dear Customer,

Subject: Debit Card EMI Loan Number: 1019060029396869

We are pleased to grant you Debit Card EMI loan as per the details stated below. The loan amount has been disbursed as per your request.

**Loan Number: 1019060029396869**

**Secured Loan Type: Debit Card EMI Loan**

**Amount: Rs. 33338.00**

**Fixed Interest Rate: 1.33% p.m.**

**Tenure: 6 Months**

**EMI: Rs. 5818.49**

**Convenience Fee: Rs. 199.00 + GST**

**Pre-closure Charges: 3% (of principal outstanding at the time of closure) + GST @ 18% would be levied (subject to change from Govt. instruction).**

**Please find the loan details provided in the below Key Fact Statement:**

Sr.No.	Parameter	Details
(i)	Loan amount (amount disbursed/to be disbursed to the borrower) (in Rupees)	33338.00
(ii)	Total interest charge during the entire tenor of the loan (in Rupees)	1424.71
(iii)	Other up-front charges, if any (break-up of each component to be given below) (in Rupees)	-

(a)	Processing fees, if any (in Rupees)	199.00
(b)	Insurance charges, if any (in Rupees)	-
(c)	Others (if any) (in Rupees) (details to be provided)	-
(iv)	Net disbursed amount ((i)-(iii)) (in Rupees)	33338.00
(v)	Total amount to be paid by the borrower (sum of (i), (ii) and (iii)) (in Rupees)	34961.71
(vi)	Annual Percentage Rate - Effective annualized interest rate (in percentage) (computed on net disbursed amount using IRR approach and reducing balance method)	18.11%
(vii)	Tenor of the Loan (in months)	6
(viii)	Repayment frequency by the borrower	Monthly
(ix)	Number of instalments of repayment	6
(x)	Amount of each instalment of repayment (in Rupees)	5818.49

**Details about Contingent Charges**

(xi)	Rate of annualized penal charges in case of delayed payments (if any)	450/- plus all applicable government levied taxes
(xii)	Rate of annualized other penal charges (if any); (details to be provided)	2% of overdue amount + GST

**Other disclosures**

(xiii)	Cooling off/look-up period during which borrower shall not be charged any penalty on prepayment of loan	3 Days
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(xiv)	Details of LSP acting as recovery agent and authorized to approach the borrower	<a href="https://www.hdfcbank.com/content/bbp/repositories/723fb80a-2dde-42a3-9793-7ae1be57c87f/?path=/Common%20Overlays/Feedback/PDFS/Banking%20Ombudsman%20Scheme/Active-Collection-Vendor-List.pdf">https://www.hdfcbank.com/content/bbp/repositories/723fb80a-2dde-42a3-9793-7ae1be57c87f/?path=/Common%20Overlays/Feedback/PDFS/Banking%20Ombudsman%20Scheme/Active-Collection-Vendor-List.pdf</a>
(xv)	Name, designation, address and phone number of nodal grievance redressal officer designated specifically to deal with FinTech/digital lending related complaints/issues	Mr. Kannan Ramaseshan HDFC Bank Ltd. Grievance Redressal Cell, 1st Floor, Empire Plaza - 1, Lal Bahadur Shastri Marg, Chandan Nagar, Vikhroli West, Mumbai-400083 Maharashtra E-mail: <a href="mailto:grievance.redressal@hdfcbank.com">grievance.redressal@hdfcbank.com</a> Toll Free number: 1800 266 4060 Monday to Saturday: 9:30 am to 5:30 pm This facility is not available on 2nd &4th Saturdays, all Sundays, and Bank Holidays
(xvi)	Privacy Policies of HDFC Bank	<a href="https://www.hdfcbank.com/personal/useful-links/privacy">https://www.hdfcbank.com/personal/useful-links/privacy</a>



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**\*GST is applicable on interest and fees.**

**\*GST is not added in APR calculation.**

**For the first EMI, Interest will be calculated from the loan booking date till the payment due date.**

**This is effective only for loans booked from September 5<sup>th</sup>, 2018, onwards.**

**In case you require any further assistance, please contact Phone Banking within 7 days of receiving this letter.**

#### **Most Important Terms and Conditions:**

HDFC Bank Limited ("Bank") has agreed to sanction the Loan to you ("Borrower") on the basis of and subject to the terms and conditions set out below.

At the request of the Borrower, the Bank has agreed to provide the Loan to be utilized solely towards purchase of consumer durable product(s) not including jewelry or any other products, the purchase of which is not eligible for bank finance. Without prejudice to the generality of the foregoing, the Borrower shall not utilize the proceeds of the loan for any purpose which is in violation of applicable law.

The loan shall be provided only to existing customers of the Bank holding a debit card issued by the Bank and who the Bank, in its sole discretion, determines are eligible for the grant of the loan. Such loan shall be directly disbursed to the Merchant and shall be deemed to be a disbursement by the Bank to the Borrower.

The Borrower acknowledges and agrees that the aforesaid loan amount is of a non-revolving nature and once availed, same may not be available again on repayment of the loan or any part thereof.

The Bank does not hold any warranty or make any representation with respect to the availability, delivery, quality, merchantability or suitability of the Products and the Bank shall not be liable for the

same in any manner whatsoever.

For any dispute related to delivery / quality of product, goods or services, refund, cancellation request, the borrower should take up with merchant directly for the further assistance. For cancellation claims, the bank will proceed after receipt of confirmation and refund from the concerned merchant at our end.

1. The Borrower hereby agrees to make payment of the principal amount due on the loan along with interest computed at the Fixed Rate of Interest in the form of equated monthly instalments ("EMIs") through the tenure of the loan which tenure has been explicitly opted by the Borrower. It is agreed and understood by the Borrower that the obligation of the Borrower to pay the EMI is absolute and unconditional and there shall be no amendment to the schedule of the EMI payable to the Bank.
2. The Borrower shall provide irrevocable standing instructions for facilitating the payment of the EMIs in respect of the Debit Card EMI Loan on the relevant due dates. The Borrower undertakes to have and maintain sufficient balance in the savings account maintained with the Bank in respect of which the Debit Card EMI Loan linked standing instructions have been provided for the payment of the EMI on the Debit Card EMI Loan, on any of the due dates. If any payment of the EMI which is to be made by the Borrower under the Debit Card EMI Loan linked standing instructions, is not made on the relevant due date for any reason whatsoever, the Bank, may without prejudice to the other rights available to it hereunder or under applicable law, may mark a lien on the bank account held by the Borrower.
3. Notwithstanding anything to the contrary contained herein, the Borrower acknowledges and agrees that the Bank may in its sole and absolute discretion and without assigning any reason therefore make a demand on the Borrower at any time to forthwith repay all or part of the amounts outstanding in relation to the Loan and the Borrower shall be bound to make payment of such amounts demanded forthwith.
4. The cancellation of the transaction for the purchase of the Product for which loan has been utilized either by the Borrower or the merchant concerned shall lead to an automatic cancellation of the entire Loan and all amounts due from the Borrower in respect of the loan shall forthwith become due and payable to the Bank. It is further clarified that amounts already paid towards interest on the loan shall not be reversed or repaid by the Bank to the Borrower.

EMI Payment due date will be determined basis the loan booking date as listed below -

1. Loan accounts booked between 1st to 19th (both the dates inclusive) will have the EMI payment due date as 5th of following month. E.g. loan booked date –10/JUNE/17, Statement Date –20/JUNE/17 &EMI Payment Due Date –05/JULY/17
2. Loan accounts booked between 20th to 31st (both the dates inclusive) will have the EMI payment due date as 5th of subsequent following month. E.g. loan booked date –25/JUNE/17, Statement Date –20/JULY/17 &EMI Payment Due Date –05/AUGUST/17

EMI will be due and debited against Debit Card EMI loan basis the clarification provided above. The Fixed Rate of Interest, as prescribed by the Bank, from time to time will get levied on reducing

balance basis.

For the first month EMI, interest will be calculated from the loan booking date till the payment due date. In case you require any further assistance, please contact Phone Banking within 7 days of receiving this letter.

If the saving account does not have sufficient funds, Customer will be liable to pay applicable charges as indicated below.

1. Auto debit EMI Return charge of Rs. 450/- (charges are subject to change as per bank's discretion) plus GST.  
Prior to completion of the loan / Pre-closure whichever is earlier, Customer cannot withdraw / cancel auto debit instruction on the Debit Card EMI loan.
2. Non-Payment or partial payment of EMI outstanding will attract late payment penalty charge of Rs. 300/- (charges are subject to change as per bank's discretion) plus GST.
3. Convenience Fee on DC EMI loans will be applicable from 15th August, 2020 and onwards.
4. GST @ 18% is applicable on (i) Convenience Fees (ii) Foreclosure charges (iii) Late payment charges (iv) EMI Return charges
5. Partial pre-payment or partial closure is not permitted on this loan. In case of pre-closure of the loan a charge of 3% on the principal outstanding plus GST @18% is applicable. As the pre-closure charge is subject to change, we request you to contact the Phone Banking for the applicable charge if you decide to pre-close the loan.

HDFC Bank reserves the right to revise the pre-closure penalty at its discretion. Additional interest if any on the principal outstanding from last statement date till date of loan pre-closure need to be paid by the customer. The loan once approved and processed cannot be cancelled. Tenure confirmed at the time of booking cannot be changed. Notwithstanding anything stated above, the continuation of the loan shall be at sole discretion of the bank and outstanding will be payable to the bank on demand.

The Bank shall have the right to vary the Interest Rate from time to time, at its sole discretion or as per the guidelines / rules / regulations / laws issued by the Reserve Bank of India. In the event that the Interest Rate is varied as aforesaid, the Bank shall furnish to the Borrower a revised computation of the EMIs and the Borrower undertakes to pay the EMIs as re-calculated by the Bank to adjust for the change in the Interest Rate.

The Borrower hereby irrevocably and unconditionally authorizes and instructs the Bank to debit any and all of the accounts maintained by the Borrower with the Bank (including without limitation fixed deposit accounts) in respect of any amounts which become due from the Borrower to the Bank in terms hereof.

On the occurrence of an Event of Default, all amounts due in respect of the loan shall forthwith

become due and payable to the Bank and the Bank shall be entitled to exercise all of its rights powers and remedies available hereunder and under law against the Borrower to recover the same.

All disputes, differences and/or claims arising out of these presents shall be referred to the arbitration of a sole arbitrator to be nominated by the Bank, which arbitration shall be governed by the Arbitration and Conciliation Act, 1996. The award including interim award/s of the sole arbitrator shall be final and binding on all parties concerned. Subject to the provisions above, these presents shall be subject to the jurisdiction of the courts and tribunals at Mumbai, India.

The Bank reserves the right to revise the terms and conditions set out above, which revisions shall take effect immediately on the Borrower being notified of the same.

In case you require any further assistance, please contact Phone Banking within 7 days of receiving the letter (Phone Banking Toll Free # 1860 267 6161) or you can also write to loansupport@hdfcbank.com

\*In case of any dispute on the above loan the same needs to be raised to the Bank within 7 days from the date of your loan disbursement.

Enclosed Amortization schedule of Debit Card EMI loan Number 1019060029396869 -  
0000000000110820125 for loan amount 33338.00

**This document is digitally signed by authorized signatory of HDFC Bank. To view the digital signature, please open the PDF document in Adobe Acrobat Reader and click on Signature Panel.**

Instalment No.	EMI billing date	Outstanding Principal (in Rupees)	Principal (in Rupees)	Interest (in Rupees)	Instalment (in Rupees)	Instalment No.	EMI billing date	Outstanding Principal (in Rupees)	Principal (in Rupees)	Interest (in Rupees)	Instalment (in Rupees)
1	20-08-2024	27964.01	5373.99	296.30	5670.29	4	20-11-2024	11408.29	5591.83	226.66	5818.49
2	20-09-2024	22518.37	5445.64	372.85	5818.49	5	20-12-2024	5741.91	5666.38	152.11	5818.49
3	20-10-2024	17000.12	5518.25	300.24	5818.49	6	20-01-2025	0.00	5741.91	76.55	5818.46

This document is digitally signed by an authorised signatory of HDFC Bank. To view the digital signature, please open the PDF document in Adobe Acrobat Reader and click on Signature Panel.