

# APPLICATION FORM FOR HOME LOAN PNB 1054A (R2)

Branch:
Reference no.:
Received on://

Recent Photograph of Applicant

Recent Photograph of Co-Applicant

# Personal Details

Personal Details						
Information	Applicant	Co-Applicant Relation with Applicant: Parent Spouse Other				
	Sh. Smt. Km. Others	Sh. Smt. Km. Others				
First Name						
Middle Name						
Last Name						
Father's/Husband's Name						
Income Tax PAN No.* AADHAR No.*						
Identification no.(tick any one)* □ Passport no. □ Voter ID □ Driving License □ UID						
Date of Birth* and Gender	□ □ □ Male □ Female □ Third gender	d d m m y y y y				
Category	☐ Physical ☐ Ex-Serviceman ☐ Minority Handicapped ☐ None of these ☐ SC/ST ☐ Other; Specify others	☐ Physical ☐ Ex-Serviceman ☐ Minority  Handicapped ☐ None of these ☐ SC/ST  ☐ Others; Specify others				
Educational Qualification*	☐ Undergraduate ☐ Graduate ☐ PG ☐ Professional course ☐ Other Specify others	☐ Undergraduate ☐ Graduate ☐ PG ☐ Professional course ☐ Other Specify others				
Marital Status and No. of dependents in the household	☐ Single ☐ Married No. of Dependants ☐ ☐	□ Single □ Married No. of Dependants □ □				
Email address						
Phone details (STD code – Tel res.)						
Mobile No.		TV TN-				
Relative of Staff/ Director of bank?	□Yes □ No	□Yes □ No				
Residential Address Residence Address* (Present)	Applicant  City: State: Country: Country:	Co-Applicant  City: State:  Pin: Country:				
Residence Address* (Permanent) □ Same as above	City: State: Pin: Country:	City:         State:           Pin:         Country:				
Status of current residence	☐ Owned (Self/spouse/ dependent children) ☐ Owned (Parents) ☐ Rented by Self/Spouse ☐ Leased by company/govt. ☐ Other Specify others	□ Owned (Self/spouse/ dependent children) □ Owned (Parents) □ Rented by Self/Spouse □ Leased by company/govt. □ Other Specify others				
Years at current residence	Years Months	Years Months				
Address for correspondence	☐ Current Residence ☐ Permanent Residence ☐ Office	☐ Current Residence ☐ Permanent Residence ☐ Office				

# **Work and Financial Details**

Information	Applicant	Co-Applicant
Employment Nature	☐ Salaried ☐ Self employed ☐ Professional ☐ Other Specify others	☐ Salaried ☐ Self employed ☐ Professional ☐ Other Specify others
If professional	□ CA □ Doctor □ Engineer/Architect □ Lawyer □ Small/Marginal farmer □ Other agriculturist □ Other Specify others	
Nature of Organization	□ Govt./PSU □ Public Ltd. Co. □ Pvt. Ltd. □ Proprietorship □ Partnership □ Other Specify others	□ Govt./PSU □ Public Ltd. Co. □ Pvt. Ltd. □ Proprietorship □ Partnership □ Other Specify others
Period in Current Employment/ Business	Years Months	Years Months
Total Employment/ Business Period	Years Months	Years Months
Date of Retirement (If salaried)	Years Months	☐ ☐ Years ☐ ☐ Months
Name of Organization/Business		
Designation		
Office Address		
	City: State:	City: State:
	Pin: Country:	Pin: Country:
Phone details (STD code – Tel off.)		
		1
If Self Employed/Professional		
Income in last 3 Financial years*(Rs.)	FY 2 (20 20)	FY 1 (20 20)
(As per Income Tax Return)	FY 3 (20 20)	FY 3 (20 20)
If Salaried/Other		
Annual Income (Rs.)	Net	Net Net
Spouse Information		
Name of Spouse  Spouse's financial information*	☐ IT assesse & paid tax last yr ☐ Non-IT assesse, earns but not formally ☐ IT assesse but no tax paid	Occupation/Profession:  IT assesse & paid tax last yr  Non-IT assesse earns but not formally  IT assesse but no tax paid
Total Assessed to a second	□Does not earn	□Does not earn
Total Annual Income  Bank Account Details		PAN no.
(Details of PNB a/c if available)	Account I Account II	Account I Account II
Name of Bank		
Branch		
A/c No. (details of salary a/c. for salaried)		
Statement of Assets and	Liabilities	
Information	Applicant	Co-Applicant
Assets		
Immovable Properties	Amount (Rs.)	Amount (Rs.)
Building/House		
Land		
Movable Properties		
Cash		
Deposits with banks		
Investment in government securities		
Others		
Total		
*Supporting documents duly signed l	by the applicant should be attached	

Statement of Assets and	Liabilities (C	ontd.)									
Information		Applic	cant			Co-Applicant					
Liabilities											
Outstanding Loans/Advances		Amount	(Rs.)			Amoun	t (Rs.)	_			
Bank(s)								┽—			
Employer											
Provident Fund											
Relatives and Friends											
Others								<u> </u>			
Total											
Net Worth (Actual in Rs.) (Assets-Liabilities)											
Information about other Loans take	en (including prev	vious Ioans	from PNB)		_						
Total Loan Limit (Rs.)											
Total Monthly Repayment (Rs.)											
Whether Regular	□Yes □N	No.			□Yes	□No					
Proposed Loan Details											
Information					Appl						
Purpose for which loan is required (Details as per enclosure 'A' or 'B')		☐ Construct ☐ Purchase ☐ Purchase ☐ Carrying	of standalone Plotion of house of Built house/Re of plot/land and c out Repairs/Renover loan from other b	sidential onstruction/Ad	flat/under cor on thereon dition/Alterati	nstruction flat	e/flat				
Total Cost of house/flat/construction/r addition and Applicant's contribution/l		Total Cost	(Rs.)			ant's contribution/ Margin (Rs.)					
Loan Amount applied (Rs.) and Rate				☐ Floa	· ·	☐ Fixed					
Repayment Period proposed		☐☐ Yea	Years Months Moratorium/Holiday Period: Months								
EMI/Interest to be paid on			Day of every month (First EMI/Interest due date would not be beyond 30 days of account opening date)								
Monthly Installment		Mode □ 0	lode ☐ Operative Account ☐ Standing Instructions ☐ Electronic Clearing System/NACH								
Other Information											
Informati	on				Appli	cant/Co-Applican	t				
Collateral security proposed			☐Yes ☐ No								
If yes			Type of collateral ☐ Property ☐ NSC/LIC ☐ Policy/Govt. Security ☐ Shares ☐ Others  Value of collateral (Rs.)								
Output Augilahia			EV E	NI-		If yes,	_ then furnish de	tails in Pa			
Guarantor Available	ial Institutions and	inat	□Yes □No □Yes □No								
Pending court cases of Banks/Financi Applicants/ As Partners/As Director:		inst	(Enclose details		nexure, if ne	eded)					
Home Loan Lead Source Detail											
Lead Sourced By	☐ Marketing C ☐ Retail Loan ☐ Staff; Specit ☐ Others; Sp	consultants (N Counselors of Fy Employee ecify other	IA) ; Specify Code MC); Specify Code (RLC); Specify Code Id	de							
*Supporting documents duly signed b  I/We hereby request for a loan as above and dec	, ,,			and nothin-	has been conse	aled. The undersigned	ndertakes to inform #	the Bank arm			
change in my residence/office address and to pro pay upfront fee, documentation charges, etc. as a conditions which may at any time hereafter be rapplication form carefully and agree to the same. Yours faithfully.  Signature of Applicant:  Name of Applicant:	wide any further informa applicable ad charged t made while the loan ob	ation that the Bar by the bank. The stained by me/us	nk may require. The und undersigned hereby ag is still outstanding. I h	ersigned haree to be be ave read the gnature of ame of Co	s been informed ound by these ter e attached Most	of the charges/fee to be ms and conditions or by	levied by the Bank a the revised additional conditions (MITC) and	and agrees to nal terms and nexed to the			
Date: Place:				Date: Place:							
Note: In case there is more than one co-applicant,	he/she should fill up an	other form.									
*SI. No.		ACKN	OWLEDGEMENT		Date:						
Received application from Mr/Ms/M/S			R/O/Office	e at	Date:			for a			
application will be disposed-off and a supporting documents. Serial number and date of the acknow	an/limit of Rs cceptance/ rejecti		_		s from date o	(State f receipt of comple	e the purpose). eted application	The loan form with			

Officer/Manager (Loans)/Incumbent (Seal of the Receiving Branch)

#### **ENCLOSURE - 'A'**

# ADDITIONAL INFORMATION REQUIRED TO BE GIVEN IF THE LOAN IS REQUIRED FOR CONSTRUCTION OF A HOUSE OR FOR CARRYING OUT REPAIRS/RENOVATION/ADDITION /ALTERATION TO THE HOUSE/FLAT

(\* applicable only in case of carrying out repairs/renovation/addition /alteration to the house/flat)

1.	Purchase price/acquisition cost of land: (Please attach attested copy of sale deed /lease deed)	
2.	Address, location & surroundings of the house/flat (a rough plan indicating the location and surroundings of the house should be attached)	
3.	Name & Address of the seller(s) /dealer/Housing Society to whom the payment is to be made	
4.	Area of land (sq.metres)	
5.	Proposed built up area	
6.	Estimated cost of construction OR repairs/renovation/addition/alteration (Estimate from qualified Engineer/ Architect be attached)	
7.	Particulars of construction OR particulars of repairs /renovation/ addition/alteration be given (Plan approved by the competent authority be attached)	
8.	Purchase price/original cost of house/flat as per the sale/title deed in case the house was constructed by the present owner, the purchase price of the plot and cost of construction of the house should be separately stated. (Please attach a certified copy of the sale/title deed) *	
9.	Present market value of the house/flat *	
10.	Whether the plot is free hold or lease hold (In case the plot is lease hold, please state whether the lessee is authorised to mortgage the house - copy of the letter of authority from the lessor be attached)	
11.	Has sanction for construction from the Competent authority been obtained? (If yes, give details and attach copy of plan duly approved by Municipal Body / Corporation concerned)	
12.	Whether the plot on which construction or House on which repairs/renovation/addition/alteration is proposed is free from all encumbrances whatsoever (Attach non encumbrance certificate)	
13.	Whether the place where the property is/will be situated is served by some Municipal Body/other agency?	
14.	Any other information	

(Not Applicable for Standalone loan for purchasing solar power system)

#### **ENCLOSURE - 'B'**

# ADDITIONAL INFORMATION REQUIRED TO BE GIVEN IF THE LOAN IS REQUIRED FOR PURCHASE OF A BUILT HOUSE / RESIDENTIAL FLAT/UNDER CONSTRUCTION OR IF THE LOAN IS BEING TAKEN OVER FROM ANOTHER BANK/FI

1.	Address, location and surrounding purchased (Please attach a map/p		
2.	Name & Address of the seller(s) /o payment is to be made	dealer/Housing Society to whom the	
3.	Covered area of house/flat		
4.	Year in which the house/flat was 0	Constructed /allotted	
5.	Whether completion certificate from (If yes, attach copy)	m the competent authority obtained	
6.	Name & address of the present ov (Attach proof)	vner of the house / flat	
7.	The price at which the house/flat is copy of agreement to sell / letter of	s proposed to be purchased (Attach fallotment)	
8.	Whether the house is built on a le authority to mortgage the house is letter of authority from the lessor b	available to the lessee (copy of	
9.	attorney/agreement to sell basis (a) Whether the vendor is original (b) Whether the development auth	allottee of the house/flat: nority/housing board, etc. which s a scheme in force for conversion of property	
10.	Whether the place where the proposome Municipal Body/other agenc		
11.	Whether the house proposed to be encumbrances whatsoever (attack	pe purchased is free from all non encumbrance certificate)	
10	Please provide the following details in case of a take-over	Name of Bank/FI from which loan is being taken over:	
12.	loan only	Limit (Rs.):	
		Present Outstanding (Rs.):	

(Not Applicable for Standalone loan for purchasing solar power system)

Place:	
Date:	Signature of the applicant(s



# Part II GUARANTOR INFORMATION

Recent Photograph of Guarantor

**Personal and Employment Details** 

Personal Details									Employment De	tails_									
			Sh.		Sr	nt. [		Km	n. 🗌		Oth	ers							
First Name		Π	П						Т	Т	T			T			Employment Natu	ure	
	├	-	⊣		₩	$\dashv$	-		╄	-	+	-	-	+	+	-	□ Salaried □ S	Self employed ☐ Professional ☐ Othe	
Middle Name	igspace	igspace	Щ		$\sqcup$				$oldsymbol{\perp}$	_				1					
Last Name					Ш												If professional ☐ CA ☐ D	octor □ Engineer/Architect □ Lawye	
		Γ							T	Γ								farmer ☐ Other agriculturist ☐ Other	
Father's/Husband's Name		$\vdash$	$\Box$		$\Box$	1	7		T	$\top$	T			t			Nature of Organiz	zation	
Income Tax PAN No.*	$\vdash$	1	무	1	뉴	1	ᆛ	$\neg \vdash$	ㅗ	$\vdash$	1	1					☐ Govt./PSU	☐ Public Ltd. Co. ☐ Pvt. Ltd	
	片		<u> </u>		뉴		┙┖ 1┌	_ ∟  -		닉		 	1 [	$\neg$			☐ Proprietorship		
AADHAR No. *  Identification no.(tick any one)*	屵	<u> </u>	무	뉴	<del></del>	7	<u> </u>	<u> </u>		_	<u> </u>	<u> </u>	] 	<u> </u>	7	_	Period in Current	: Employment/Business	
☐ Passport no. ☐ Voter ID	-	- - - - - -	<u> </u>		ᆜ닏	<b>⅃</b> └	IJĹ	_   -  -	Н	H	] 	J		IJL □r		$\dashv$		Months	
☐ Driving License ☐ UID	닏			<u> </u>					믐	<u> </u>	<u> </u>		_  <u> </u>	<u> </u>	<u> </u>		Name of Organiz	ation, Designation and Address	
Date of Birth* and Gender	d	d	m	m	У	У	У	У		Mal J Tr	le hird		∃ Fe ider	ema	ale		Name of Organiz	ation, Designation and Address	
Educational Qualification and	$\vdash$	_	_	_	_			<del></del>		Spo	ouse	•			Pare		1		
Relationship with applicant	<u> </u>	_	$\overline{}$	_	$\overline{\Box}$	$\overline{}$	_		10	Sor	n/Da	augh T	nter	□ ( T	Othe	r	41		
Email Id																	City:	State:	
Lillaniu		Γ		_				_		T	T			Ī	T		Pin:	Country:	
Address	Cu	irrei	nt R	esi	dend	e A	ddı	res	s*								Permanent Addr		
Address	Г															7			
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	Cit	 ty: [	_		_			Sta	ate:							]	City: State:		
	Pir		_	_	_			Co	ounti	 						- 7	Pin: Country:		
Phone details (STD code –	=	<u> -                                    </u>	7	1	$\neg \vdash$	7_		<u>СС.</u>	una	! y. ∟		1	1	7	7	<u> </u>	Mobile No:		
Number)		] [															Mobile No		
Financial Details																			
Information															G	uara	antor		
Is he/she an Income tax payee	ı	JΥ	es		No														
Total Income in last 2 Financial	FY	11(	20_	2	20	) [	7	$\overline{\neg}$	$\overline{\neg}$				1	7			FY 2 (20 20)		
years (Rs.)  Bank Account Details (Existing cu	stor	ner	sho	uld	aive	e de	tail	s o	f P	NB	acc	our	nt)						
Name of Bank					J								,			1	Branch		
A/c No. (details of salary a/c. for		$\overline{\Box}$		$\overline{\overline{}}$			7	<del>_</del> _	<del></del>	$\overline{}$				$\overline{}$	ПГ				
salaried)	Щ	ш										الـــا	اللا						
Statement of Assets and			litie	}S															
	biliti													_				sets	
Outstanding Loans/Advances	Ai	mou	ınt (F	<b>₹</b> s.)	)			_	$\overline{}$		_				le P		erties	Amount (Rs.)	
Bank(s)	屵	_	_	_	_			_	=		_	Lai		19, .	Touc				
Employer  Bolativas /Eriands	挊	=	_	=	_			=	븍		$\dashv$			-1-	Prop		:		
Relatives /Friends	卡	_	=	=	_			_	#		$\dashv$			Die	Prop	) ei t	ies		
Provident Fund		_		_				_			$\dashv$	Ca	pos	ite					
	+								—				•		at in	aov	t. securities		
Others	╁			_				_	$\overline{}$				hers		IL III	gov	i. secunites		
Total	卡	=	=	=	_			=	븍			To		•					
	+			=		_		=	=			10	lai			1			
Net Worth (Actual in Rs.)						L													

<sup>\*</sup>Supporting documents duly signed by the guarantor should be attached

Having fully apprised myself	of the particulars su	ubmitted in loan application dated	for	(mention purpose) loan of
Rs	to be considered b	by the bank to Shri/Smt/Miss Son/Wife	e/ Daughter of Shri	
I have agreed to furnish my	guarantee for repayr	ment of the loan. I hereby declare tha	at I know the above m	entioned applicant(s) very well for the
lastno. of years. The ir	nformation furnished	by me is true and correct to the best	of my knowledge and b	pelief.
Yours faithfully,				
Signature of Guarantor:	Vijay			
Name of Guarantor:	V ijay			
Date:				
Place:				

Note: In case there is more than one guarantor, he/she should fill up another form (Part-II Guarantor Information).

# PNB1054A (R2)

# MOST IMPORTANT TERMS & CONDITIONS Retail Asset Business Division

#### Terms and conditions:

#### 1. Interest:

- 1.1 Interest whether floating type or fixed type will be charged in the account as per sanction. The reset of interest will be as stipulated in the sanction. Interest is to be calculated on daily balance due to the Bank and shall be charged monthly so long as the amount due from the borrower is not paid in its entirety and the same will form part of the principal and carry interest at the applicable rate at monthly rests.
- 1.2 All loans/credit facilities linked with Fixed Rate of interest are fixed for the entire period of the loan, subject to switchover facility, if availed by the existing borrower on request. (Fixed ROI prevailing on the date of first disbursement, whether partial or full, shall be applicable)
- 1.3 In case of change in repo rate by the RBI, the repo rate linked rate (RLLR) will be changed from the next working day. In case of the Floating rate option, the Mark-Up+BSP component of RLLR will be reset after every 3 years from the date of opening of the account or at such intervals as may be permissible under the Bank/RBI Guidelines/ regulations from time to time
- 1.4 The bank will make efforts to keep its borrowers informed of any change in interest rates through the official website (www.pnbindia.in), quarterly statement of accounts, display in its offices and general announcements from time to time.

#### 2. Reset of floating/ fixed rate of interest:

- 2.1 At the time of change (Increase/ decrease) in the benchmark rate, the borrower shall have the option to move/switch over to fixed rate/floating rate or vice versa on equated installment-based personal loans.
- 2.2 Switchover shall be allowed maximum twice during the tenor of the loan. Second switchover shall be permitted only after completion of 5 years from the last reset date (reset from fixed to floating and vice-versa).
- 2.3 Switchover charges shall be @0.50% of the outstanding loan amount or Rs. 10,000/-, whichever is lower be applied to cover the incidental cost incurred by the Bank. GST shall be levied as applicable. In case of any change in applicable charges for switching over to fixed rate, the same shall also be notified at the website of the bank <a href="https://www.pnbindia.in">www.pnbindia.in</a>.
- 2.5 A standard illustrative chart for a loan amount of Rs. 1.00 Lac, illustrating the possible impact of change in benchmark interest rate leading to changes in EMI is as under:

Rate of Interest	Remaining Tenor of Loan (in completed years) and EMI (per lac) (in Rs.)											
	5 10 15 20 25 30											
8.00%	2028	1213	956	836	772	734						
8.50%	2052	1240	985	868	805	769						
9.00%	2076	1267	1014	900	839	805						
9.50%	2100	1294	1044	632	874	841						
10.00%	2125	1322	1075	965	909	878						

### 3. Change in Repo Rate leading to change in RLLR

3.1. Any change in Repo Rate by RBI shall lead to a change in EMI/Tenor/Both in the loan account. Borrower shall be informed through SMS/Email/PNB One about change in RLLR and can contact branch for exercising their option

Borrower shall have the choice to opt for:

- (i) enhancement in EMI or elongation of tenor or for a combination of both to the extent possible in the relevant lending scheme; and,
- (ii) to prepay, either in part or in full, at any point during the tenor of the loan. In case no option is exercised by the borrower on account of change in the Applicable Interest Rate affecting the EMI, the option as given below will be deemed to have been exercised by the borrower.
- First, suitable increase in tenor subject to availability of headroom within the permitted maximum age of borrower.
- Secondly, suitable increase in EMI, in case headroom is not available.
- Thirdly, suitable increase in tenor & EMI both, in case headroom is not sufficient within the permitted maximum age of borrower.

Thereafter, Branch shall inform the borrower about the aforesaid steps taken through a letter.

- 3.2. In case of Positive amortization, where monthly interest goes beyond EMI, there shall be
  - First, a suitable increase in tenor subject to the availability of headroom within the permitted maximum age of the borrower.
  - Secondly, a suitable increase in EMI, in case headroom is not available.
  - Thirdly, a suitable increase in tenor & EMI, both, in case of headroom is not sufficient within the permitted maximum age of the borrower.
- 3.3 Borrower shall be informed through SMS/Email/PNB One about negative amortization. SMS/E-mail shall be sent to borrower 3 times at interval of 7 days each and 21 days' notification on PNB One. If borrower fails to approach Bank after notice, Bank shall take steps in following manner:
- First, suitable increases in tenor subject to availability of headroom within the permitted maximum age of borrower.
- Secondly, suitable increase in EMI, in case headroom is not available.
- Thirdly, suitable increase in tenor & EMI both, in case headroom is not sufficient within the permitted maximum age of borrower.

- Thereafter, Branch shall inform the borrower about the aforesaid steps taken through a letter.
- 3.4 In both the above cases, SMS shall be sent to borrower in all such accounts, where mobile number is registered.

E-mail shall be sent to borrower in all such accounts, where email address is registered and where SMS has remained undelivered.

Additionally, customers, who are registered on PNB One, shall be notified through PNB One also.

3.5 In case opting for increase in tenor, borrower must regularize its loan account as loan under irregular/SMA-0/SMA-1/SMA-2/NPA will not be eligible for increase in tenor in such cases

# 4. Margin/ Promoter's contribution:

The applicant should bring in their entire contribution before the release of the Loan or in the manner otherwise provided in the sanction. Further, it should also be ensured that the margin stipulated is maintained/provided at each stage of disbursement (wherever applicable).

# 5. Fee & other Charges: Fees and other charges as applicable on application/ during the currency of the loan/ conversion charges for switching

- a) All service charges viz. Upfront Fees/ processing Fees, Documentation Charges, Inspection charges etc. will be charged from the applicant as per sanction before the release of credit facilities.
- b) All other event-based charges like legal fees, valuation fees, charges for dishonour of cheques/ NACH mandate/ standing instructions, charges for drawing of Credit Information Report from Credit Information Companies like CIBIL etc., registration of charge with CERSAI in case of mortgage of property etc. will be recovered from the applicant immediately on occurring of the event.
- c) The Processing Fee/upfront fee paid by the Customer for availing the loan is non-refundable.

# 6. Penal Charges:

- 6.1 Penalty, if charged, for non-compliance of material terms and conditions of loan contract by the borrower shall be treated as penal charges.
- 6.2 The events where the account attracts levying of penal charges are as under (wherever applicable):
  - a) Default in repayment of loans;
  - b) Irregularities in Overdraft accounts;
    - i. In case of irregularities in OD accounts due to levy of monthly/quarterly/halfyearly interest or service charges or/and the outstanding balance in the OD account is in excess of the sanctioned limit/drawing power, the borrower shall regularize the

account within the time period of 7 days. If the account is not regularized, penal charges shall be levied from first date of default. In case interest/service charges are not paid on time, penal charges shall be levied.

- c) Non- submission of documents for review/renewal
  - i. Non-submission of complete papers by the borrower for review/renewal of credit facilities as per terms and conditions of sanction, shall attract penal charges.
- d) Non-creation/perfection of Security as per Terms and conditions of sanction;
- e) Non-compliance of Terms and conditions of sanctions (other than specified above).
  - i. Bank shall levy penal charges in case of default in observance of terms & conditions of the sanction.
- 6.3 Penal charges for the period of default is to be levied as under:
- I. On the amount of default/irregularity
  - (i) For any one of trigger events stated at point no. (a) & (b) above: 2.00% p.a.
  - (ii) For two or more trigger events stated at point no. (a) & (b) above: 3.00% p.a.
- II. On the total outstanding
  - (i) For one or more trigger events stated at point no. (c) to (e) above: 2.00% p.a.

Note for I and II: If the trigger events are a combination of point (a) to (b) and point (c) to (e) then penal charges shall be capped at 4% p.a., i.e., 2% on the default/irregularity and 2% on the outstanding amount.

# 6.4 Exemptions from Levying of Penal Charges

- 6.4.1. Penal charges should not be levied in the following areas:
- a. All advances up to ₹25000/-.
- b. Advances against deposits, life insurance policies and government securities/gold where the drawings are within the available value of the security.
- 6.5 Penal charges on pre-payment/foreclosure of loan in case of takeover i.e. loan is prepaid by the borrower for shifting to other Bank/ FI.
- 6.5.1 Pre-payment charges shall be applicable @2% of the pre-paid outstanding amount in case of Term Loans only & not to other facilities such as Non-Fund based, Working Capital Limits, Overdrafts etc.
- 6.5.2 However, no prepayment charges are to be levied in the following cases:
  - (a) MSE Borrower
  - (b) Floating rate term loan (Non-Business) sanctioned to Individual Borrowers.
  - (c) Microfinance Loans (Except Loans to NBFC-MFIs)
  - (d) Loans sanctioned at a fixed rate with reset clause, if the borrower exercises his option for floating rate interest at the time of reset.
  - (e) Where the loans are prepaid by the borrowers from their own sources.

- (f) Where the borrower shifts to other banks within 30 days from the date of issuance of circular for upward revision in the spread to be charged in his account or change in other terms of sanction.
- (g) In case of upward revision in the interest rate due to reset of benchmark rates and the borrower informs the Bank within 30 days from the date of reset & shifts its account to other Bank within 90 days from the date of reset.
- 6.6 Non-repayment of Interest or EMI on the due date will amount to default and may affect the CIC score.
- **7. Repayment of loan:** Loan to be repaid in Equated Monthly Instalments (EMI) or as stipulated in the sanction if otherwise.
- **8. Security**: The loan will be secured by mortgage of/ hypothecation of/ charge on assets purchased through bank funds in case of primary security and/or assets in case of collateral security, within the stipulated time period as specified in the sanction. Personal guarantee if any, will be obtained as per sanction.

#### 9. Insurance:

- a) The borrower shall get the assets, mortgaged/ hypothecated/ charged to the bank, insured against all risks at their own cost with usual bank clause. A copy of the insurance policy will be kept on bank's records also.
- b) In case the same is not complied with, the bank will have the right (and not the obligation) to get the same insured and cost recovered from the borrower.
- c) The Borrower may avail health and/or life insurance cover for himself with the Bank as the sole beneficiary under the policy/policies.
- d) In case of Home Loan, the property will be kept insured at reconstruction cost basis in respect of fire, riots and wherever required, against other appropriate hazards, such as earthquake, flood etc. by the borrower, with usual bank clause at borrower's cost as per Bank Guidelines and original policy should be held on record.

#### 10. Disbursement:

- a) The borrower shall submit all relevant documents as mentioned in the Sanction Letter/Loan Agreement before disbursement. The borrower shall execute loaning and security document in favour of the bank to secure the credit facilities sanctioned.
- b) The borrower will request for disbursement of the loan in writing (as per the manner prescribed by Bank).
- c) The payments will preferably be made directly to vendor/ seller from whom the applicant proposes to purchase the asset. Original bills/cash memos for all the assets financed by bank/ payments made by the bank, shall be submitted by the borrower, and to be held on bank's record.
- d) Before disbursement of Loan, applicant to ensure that all necessary statutory and other approvals/permissions have been obtained.
- e) Loan will be utilised strictly for the purpose as per sanction. Deviation if any, will be treated as non-compliance.
- f) Borrower to comply with all preconditions for disbursement of the loan as mentioned in the Sanctioned Letter.

# 11. Scheme specific terms and conditions:

#### 11.1 In case of Home Loan:

- a) In case of home loan for construction/ under-construction etc., the Loan will be released in stages as per physical progress of the project/ house. Before actual disbursement of the loan, the customer has to contribute the required margin for the loan.
- b) Applicant to submit affidavit cum declaration that he intends to construct a house on the said plot, with the help of bank finance, within period of 3 years from dated of disbursement of loan & in case construction of the house is not completed within 3 years from date of disbursement of the loan or in case the plot/land is sold, penal charges as mentioned in point 6, will be charged.
- c) Customer to submit affidavit / undertaking that for the proposed Home loan
  - i. I/We confirm that no litigation is pending against me/us.
  - ii. I/We confirm that payment of statutory liabilities like Income Tax, Professional Tax, etc., is not in arrears.
  - iii. I/We am/are not defaulter to any bank or financial institution in any capacity. I/We have not entered into any negotiated settlement with any bank/FI and that there is no pending court cases against me/us by Banks/FIs.
- d) Supplementary legal opinion is to be obtained from Panel Advocate, after registration of property in the name of the borrower

#### 11.2. General Terms and Conditions:

- a. The sanction shall be valid for six months from the date of sanction. Facilities not availed within the above period shall be treated as lapsed.
- b. The Bank, however, reserves the right to withdraw all or in part or any of the sanctioned loan even before the expiry of the said period of 6 months.
- c. The borrower will inform the Bank for any change in his employment/contact/present and permanent address details etc.
- d. The Bank shall have the right to avail the benefit of Sections 138-142 of the NI Act read with Section 25 of Payment and settlement Act against the borrower in case of dishonour of the ECS/NACH(debit)/ Standing Instruction (SI) mandate on account of insufficiency of funds.
- e. The borrower shall comply with all relevant guidelines of the Bank/RBI.
- f. If any third-party liability arises on the bank due to wrong information by the borrower, it will be the responsibility of the borrower and borrower shall indemnify the bank and its employees in case any such third party liability arises.

#### 12. Recovery of dues:

- a) Customers have been explained the repayment process of the loan in respect of, tenure, periodicity, amount and mode of repayment of the loan. No notice, reminder or intimation is given to the customer regarding his/her obligation to pay the EMI/ Instalment regularly on due date.
- b) On non-payment of EMI/ Instalment by the due dates, Bank shall remind the customers by making telephone calls/SMS, sending written intimations by post and electronic medium or by making personal visits by Bank's authorized personnel at the addresses

- provided by the customer. Costs of such calls/communication /visits shall be recovered from the customer.
- c) Notwithstanding what is stated herein, it shall be the liability of the customer to ensure that the EMIs/ Instalments are regularly paid on the due dates.
- d) Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited (CIBIL) or any other licensed CIC company on a monthly basis. To avoid any adverse impact on the credit history with CIC company, it is advised that the customer should ensure timely payment of the amount due on the loan amount.
- e) The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective law.
- f) Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdue, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.
- **13. Customer Service:** Customer Service Queries including requirement of documents can be addressed to the Bank through the following channels:
- a) Write to the branch or contact us through toll free number 1800-1800 / 1800-2021.
- b) Contact the branch within the working hours for:
  - i. Photo Copies of loan documents, which can be provided in 7 working days from date of placing request. Necessary administrative fee shall be applicable.
  - ii. Original documents namely Title Deed of Property etc. will be returned within 30 working days from the date of closure of loan.
  - iii. Loan Account statement (time line): Within 3 working days of the receipt of request.
- **14. Grievance Redressal:** There can be instances where the Borrower is not satisfied with the services provided. To highlight such instances & register a complaint the Borrower may follow the following process:
  - a) Borrower can meet or write to the Branch Head of the concerned branch or
  - b) The Borrower can complain to customer care through our website: <a href="www.pnbindia.in">www.pnbindia.in</a> or email at <a href="care@pnb.co.in">care@pnb.co.in</a> -or through Internet Banking/ Mobile Banking or on toll free number.
  - c) In case the grievance remains unresolved beyond a period of 15 days, the borrower may escalate the matter to Principal Nodal Officer, Punjab National Bank, Customer Care Division, Head Office, Sector 10 Dwarka, New Delhi 110075 or email at <a href="mailto:care@pnb.co.in">care@pnb.co.in</a>.

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