

# Comprehensive Loan Information Guide

## Introduction

This document serves as a comprehensive knowledge base for understanding loan services provided by the bank. It covers types of loans, eligibility criteria, interest rates, required documents, and guidance for common user queries.

## Types of Loans

### 1. Home Loan

- Purpose: For purchasing, constructing, or renovating a house.
- Interest Rate: 8.5% p.a.
- Maximum Tenure: 30 years

### 2. Personal Loan

- Purpose: For personal needs such as medical, wedding, travel, etc.
- Interest Rate: 11.5% p.a.
- Maximum Tenure: 5 years

### 3. Education Loan

- Purpose: For students pursuing higher education in India or abroad.
- Interest Rate: 9.0% p.a.
- Maximum Tenure: 15 years

### 4. Car Loan

- Purpose: For purchase of new or used cars.

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- Interest Rate: 9.5% p.a.
- Maximum Tenure: 7 years

## Eligibility Criteria

Eligibility criteria are evaluated based on several factors. Below is the detailed breakdown by loan type:

### 1. Home Loan:

- Credit Score: Minimum 700
- Income: Minimum INR 30,000/month
- Employment Type: Must be employed or self-employed with stable income
- Age Limit: 21 to 60 years
- Max Loan Amount: Up to INR 2 Crores

### 2. Personal Loan:

- Credit Score: Minimum 650
- Income: Minimum INR 20,000/month
- Employment Type: Must be employed
- Age Limit: 21 to 60 years
- Max Loan Amount: Up to INR 25 Lakhs

### 3. Education Loan:

- Credit Score: Minimum 650 (Co-applicant may be evaluated)
- Income: Co-applicant income considered
- Employment Type: May or may not be employed

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- Age Limit: 18 to 35 years (student), 21 to 60 years (co-applicant)
- Max Loan Amount: Up to INR 50 Lakhs

## 4. Car Loan:

- Credit Score: Minimum 675
- Income: Minimum INR 25,000/month
- Employment Type: Must be employed or self-employed
- Age Limit: 21 to 60 years
- Max Loan Amount: Up to INR 50 Lakhs

## Required Documents

### General Documents:

- Identity Proof: Aadhaar, PAN, Passport
- Address Proof: Utility bills, Passport, Rent agreement
- Income Proof: Salary slips, ITRs, Bank statements
- Loan Specific:
  - \* Home Loan: Property documents, builder agreement
  - \* Education Loan: Admission letter, fee structure, co-applicant documents
  - \* Car Loan: Proforma invoice, insurance documents
  - \* Personal Loan: Employment verification, salary slips

## FAQs - User Scenarios

Q: Am I eligible for a home loan?

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A: If you have a credit score above 650, stable income, and required documents, you're likely eligible.

Q: I want a personal loan.

A: You can apply online or visit a branch. Eligibility includes income verification and credit history.

Q: What is my credit score?

A: You can check it via credit bureaus or request the bank to assist you.

Q: What types of loans do you offer?

A: We offer Home, Personal, Education, and Car Loans.

Q: What documents do I need for an education loan?

A: Admission letter, fee schedule, academic records, and co-applicant income proof.

Q: What's the status of my loan application?

A: You can check via our online portal or contact customer support.

Q: What will be my EMI for 5 lakhs over 5 years?

A: Use our EMI calculator. Approximate EMI at 11.5% p.a. is INR 10,986.

Q: Do I have any ongoing loans?

A: You can check your loan account statement online or contact the bank.

### Sample Queries & Responses

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- User: 'I need a home loan. Give me details.'

Response: 'Sure. Home loans are available at 8.5% p.a. for up to 30 years. We'll need your income proof, ID, and property papers.'

- User: 'I am a student that wants to go abroad for studies, which loan should I take?'

Response: 'You should opt for an education loan. Interest is 9% p.a. with a tenure up to 15 years. Admission letter and co-applicant docs required.'