

MOST IMPORTANT TERMS & CONDITIONS (MITC)

IHFC Copy

Attention: PLEASE READ CAREFULLY BEFORE SIGNING
ACKNOWLEDGEMENT FORM

Loan Account Number : _____

(For Office Use Only)

This is with reference to the Facility Agreement dated _____ executed between _____ (the borrower) and ICICI Home Finance Company Limited ("IHFC"). The following are the major terms & conditions with respect to the facility availed by the borrower:

1.	Facility Agreement Date	
2.	Facility Amount Not Exceeding(₹)	
3.	Facility Type** Others:(Please specify)	<input type="checkbox"/> Home Loan <input type="checkbox"/> Land Loan <input type="checkbox"/> Office Premises <input type="checkbox"/> Home Equity <input type="checkbox"/> Home Improvement <input type="checkbox"/> Others _____
4.	Rate Type	a. <input type="checkbox"/> Fixed b. <input type="checkbox"/> Adjustable/floating Interest Rate c. <input type="checkbox"/> Initial Fixed & then Adjustable/floating Interest Rate <input type="checkbox"/> Renewable Fixed Interest Rate
5.	Rate of Interest	<p>5 (a) Fixed Rate of Interest</p> <p>(i) The Borrower/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at _____% per annum plus applicable interest tax or other statutory levy on the dates mentioned below.</p> <p>(ii) The Borrower/s shall pay PEMI at ____ % per annum plus applicable interest tax or other statutory levy until commencement of the EMI. Such PEMI will be calculated from the date(s) of respective disbursement(s) and shall be payable on the dates mentioned below.</p> <p>5 (b) Adjustable/ Floating Interest Rate:</p> <p>(i) IHPLR = _____ % per annum as on the date of the Facility Agreement.</p> <p>(ii) until varied by IHFC in terms of the facility Agreement, the Borrower/s shall pay the Adjustable Rate of Interest=_____ % per annum (i.e IHPLR +/- margin of _____ %) plus applicable interest tax or other statutory levies.</p> <p>(iii) The Borrower/s shall pay PEMI at _____ % per annum until commencement of the EMI payable on the dates mentioned below plus applicable interest tax or other statutory levies.</p> <p>(iv) Reset Period: Monthly (The reset dates for effecting the rate of interest changes will be the first date of the coming month after reset)</p> <p>(Any changes in the adjustable interest rate will be as detailed in Clause 4 of the Facility agreement governing the facilities and mentioned on the website)</p> <p>5 (c) Initial Fixed and then Adjustable/Floating Interest Rate.</p> <p>Fixed for _____ years and then Adjustable/Floating Interest rate.</p> <p>For the fixed period of _____ years interest shall be computed as per clause 5 (a) above; then it becomes</p>

		Adjustable/Floating Interest Rate as per clause 5 (b), above. 5 (d) Renewable Fixed Interest Rate: (i) The Borrower/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at _____ % per annum plus applicable interest tax or other statutory levy on the dates mentioned below. (ii) IHPLR= _____ % per annum as on date of Facility Agreement Until varied by IHFC in terms of Facility Agreement, the Borrower/s shall pay the Fixed Rate of Interest = _____ % per annum (i.e IHPLR+/-margin of _____ %)plus applicable interest tax or other statutory levies.
6.	Tenor	____ months (Subject to change with a change in IHPLR, in cases of Adjustable/Floating Rate of Interest).
7.	Installment Type	Equated Monthly Installment (EMI)
8.	Total number of installments	
9.	EMI (₹)	_____ (Subject to change with a change in IHPLR, in case of Adjustable/Floating Rate of Interest).
10.	Date of Commencement of EMI	
11.	Due Date for payment of first EMI	
12.	Moratorium/Subsidy (Mention 'NA' if not applicable)	
13.	Non-refundable processing fee/ administrative fee:	“_____ (Rupees _____ only)collected as tranche I at the time of login _____ (Rupees _____) collected as tranche II at the time of sanction of the facility.”
14.	Security (Mention Address of Property)	
15.	Other Security (if any)	
16.	Guarantor/s (if any)	
17.	Insurance (optional) - if availed through IHFC (For Details of Insurance refer Note 1)	Scheme: _____ ₹ _____ (Rupees _____ only)
18.	Conditions for Disbursement of the Loan	To comply with all preconditions for disbursement of the loan as mentioned in the Sanction Letter. The disbursement of the facility is subject to conditions agreed upon & detailed in the Facility agreement shared with you.

Note 1 : Details of Insurance Policy:

1. Life insurance – Insurance to cover the life of the borrowers up to the loan amount.
 2. Property insurance – Insurance to cover the property which is offered as security for the loan.
 3. Health insurance – Insurance to cover any medical expenses incurred by the Borrower/s and family members.
- Please refer the Insurance application form for any further details/features.

Standard Charges

A		
1.	Login Fee/Processing Fee	0.50% to 3.00% plus applicable taxes and other statutory levies if any. The processing/login fee is a one-time non-refundable fee and is collected by IHFC for the purpose of appraising the Application for the Facility and the same is independant of the outcome/result of such appraisal. Please note that the processing/login fee is payable at the time of submitting of Application Form, duly filled in, by way of Cheque/Demand Draft favouring ICICI Home Finance Company Limited and / or such other mode as may be acceptable to IHFC
2.	Part Prepayment Fees	NIL

3.	Cheque/ECS/NACH/Payment Instrument dishonour Charges, per transaction	₹ 500/- (Rupees Five Hundred Only) or such other amount as may be specified by IHFC from time to time plus applicable taxes and other statutory levies if any.
4.	Copy of original documents	₹ 1000/- (Rupees One Thousand only) plus applicable taxes and other statutory levies if any.
5.	Repayment mode swap charges (PDC to PDC)	₹ 1000/- (Rupees One Thousand only) plus applicable taxes and other statutory levies if any.
6.	Charges on account of non-submission of any Payment Instrument(PDC/NACH Mandate form, electronic security mandates etc.) for payment of Instalment, per transaction	₹ 2000/- (Rupees Two Thousand only) plus applicable taxes and other statutory levies if any.
7.	List of Documents	₹ 500/- (Rupees Five Hundred only) plus applicable taxes and other statutory levies if any.
8.	Charges for swap of property	₹ 10000/- (Rupees Ten Thousand only) plus applicable taxes and other statutory levies if any.
9.	Documents Retrieval Charges	₹ 500/- (Rupees Five Hundred Only) plus applicable taxes and other statutory levies if any.
10.	Cheque / Repayment Mode swap charges other than PDC to PDC	₹ 500/- (Rupees Five Hundred Only)- plus applicable taxes and other statutory levies if any.
11.	Charges for Amortisation Schedule	₹ 100/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.
12.	Penal Charges in the event of default/delay in payment/repayment of any part of the loan amount on due date	1.50% per month(p.m.) on the overdue/defaulted amount over and above the applicable Interest Rate (plus applicable taxes or other statutory levies, if any)
13.	Penal Charges in the event of breach of other material terms (other than payment default)	ICICI HFC reserves the right to levy and recover the applicable Penal Charges at its sole discretion, at the rate specified hereinabove under point 12 on the outstanding amount plus applicable taxes and other statutory levies, if any
14.	Charges for Statement of account	₹ 100/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.
15.	Charges for prepayment statement	₹ 500/- (Rupees Five Hundred only) plus applicable taxes and other statutory levies if any.
16.	Charges for duplicate NOC / No due certificate	₹ 500/- (Rupees Five Hundred only) plus applicable taxes and other statutory levies if any.
17.	Conversion Charges	0.50% for housing loan, 1.00% for the non-housing loan plus applicable taxes and other statutory levies if any, on principal outstanding.
18.	Stamp Duty and other statutory charges	As per Applicable Law

B. Full Prepayment / Foreclosure Charges

Sr No	Product	Prepayment Charges*
1	Floating rate Housing loan	NIL
2	Floating rate Non Housing loan where the Borrower(s) is individual and the end use of the loan facility is other than business purpose.	NIL
3	Floating rate Non Housing loan where the loan is given to individual Borrower(s) for business purpose and to Non-Individual Borrower(s) for all-purpose.	4.00% + Applicable Taxes
4	Fixed rate housing loan where loan is pre-closed by the borrower out of their own sources***.	NIL
5	Fixed rate housing loan where loan is not pre-closed by the borrower out of their own sources***.	2.00% + Applicable Taxes
6	Fixed rate non housing loans	4.00% + Applicable Taxes

* Charges, wherever applicable, will be applied to the outstanding loan amount and on all amounts tendered by the Borrower(s) toward prepayment of the Facility during the last one year from the date of final prepayment.

***The expression "own sources" for the purpose means any source other than by borrowing from a bank/ HFC/ NBFC and/or a financial institution.

Fixed rate loan is one where the rate is fixed for entire duration of the loan.

#All Hybrid (dual) rate (combination of fixed and floating) housing loans will attract the pre-closure norms applicable to fixed/ floating rate depending on whether at the time of pre-closure, the loan is on fixed or floating rate.

In case of a Hybrid rate housing loans, the pre-closure norm for floating rate will apply once the loan has been converted into floating rate loan, after the expiry of the fixed interest rate period.

**The Applicant hereby agrees and covenants that the Facility shall be utilized for the Purpose as mentioned under the Facility Agreement along with Schedules thereto, End Use letter, executed or entered into or to be executed or entered into by the Applicant, as the case maybe and each such Transaction Document as maybe amended from time to time.

Disclaimer: The rates, fees, charges etc. as stated herein above are subject to changes/ revision from time to time. Pre-Payment/ Foreclosure charges shall be applicable as per contracted rate or rates as per regulatory norms prescribed, if any.

Other Information :

1. The information on rates & charges is also available on the website of IHFC at the url www.icicihfc.com.
2. Goods and services tax & other govt. taxes, levies etc. applicable as per prevailing rate will be charged over and above these charges.
3. The charges mentioned above under the title 'Other Charges', comprise 'All - in - cost' for purpose of processing the application.
4. We share credit performance details of your loan account with credit bureaus and with such other agency/ies.
5. Security for the facility would primarily be first mortgage of the property being financed, as may be specified by IHFC, from time to time in its sole discretion
6. Any change in the rate of interest/EMI will be intimated through a letter communication to the latest communication address available in the records of IHFC

Statement of account will be provided free of cost to the borrowers, whenever requested through customer care number 1800 267 4455 from Monday to Saturday 8 am to 8 pm or email at customer.care@icicihfc.com

For requirements related to photocopy of title documents service request can be raised in the branch. For timelines please refer 'Service Deliverable Processing Turn Around Time' table.

Service Deliverable Processing Turn Around Time

Deliverables	Timelines	Remarks
Statement of Account	2 working days	When customer requests, the timeline is 2 days otherwise it is sent on quarterly basis
Foreclosure letter (FC letter)	15 working days	From date of request
List of documents (LOD)	15 working days	From date of request
IT certificate	2 working days	From date of request
Duplicate NOC/No due certificate	7 working days	From date of request
Photocopy of title documents	8 working days	From date of request
Repayment schedule/Amortisation schedule	2 working days	From date of request

Note : The turn-around time for all deliverables is post registration of the service request. All Business days shall be considered as working days for the turn-around time.

The original property/title documents will be released to you within 30 days from the date of full repayment/settlement of the Facility at the nearest loan servicing branch of ICICI Bank Limited/ICICI HFC as per the borrower's communication address or customer can also opt for any other preferred location by visiting branch of ICICI HFC. The release of original property documents shall be subject to no dues being payable in respect of this Facility or any other credit facility availed by the borrower, for which the said property was charged to ICICI HFC and/or ICICI Group.

Branch visiting hours are 10:00 am to 4:00 pm.

Customer Service and Grievance Redressal :

Level 1

1. Call Center, Email & Walk in at branches of the Company and the branches of ICICI Bank. The Company will acknowledge the customer issue and interim response will be sent to customer as an acknowledgment through Service Request (SR) number (complaints received through Call centre/walkin) or interim mail response (complaints received through email). All complaints are accompanied by a SR number for timely closure and tracking. Response will be provided as per the defined timeline. If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 2 (Grievance Redressal Officer(GRO))
Call Center Number: 1800 267 4455
Email: customer.care@icicihfc.com
Branches: Visit www.icicihfc.com to locate nearest branch of the Company.
Response will be provided as per the defined timeline.

Level 2

2. Grievance Redressal Officer
 - a. Grievance Redressal officer will acknowledge the issue and respond appropriately over email.
 - b. Response will be provided as per the defined timeline.
 - c. If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 3 (Head Customer Service).
GRO(Grievance Redressal Officer): 022- 66493844
Email: nodal.office@icicihfc.com
Physical Letter: <https://www.icicihfc.com/contact-us>

Level 3

3. Head Customer Service
 - a. Interactions received at the desk of Head Customer Service will be acknowledged and the issue would be captured appropriately.
 - b. Response will be provided as per the defined timeline.
 - c. If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 4(NHB).
Email: servicehead@icicihfc.com
Physical Letter: <https://www.icicihfc.com/contact-us>
If the issue remains unresolved after approaching Level 1/Level 2/ Level 3 of if the Company has not provided any status or resolution within 30 days, the customer may choose to refer the matter to regulators.

Level 4

4. National Housing Bank
- Interactions received from NHB will be acknowledged and the issue would be captured appropriately.
 - Response will be provided as per the timeline defined by NHB.
Online Portal: <https://grids.nhbonline.org.in>
Physical Letter: Customers can write on the address mentioned below:
National Housing Bank,
Department of Supervision
(Complaint Redressal Cell)
4th Floor, Core – 5A, India Habitat Centre,
Lodhi Road, New Delhi- 110003
National Consumer Helpline (NCH)
 - Interactions received from NCH will be acknowledged and the issue would be captured appropriately.
 - Response will be updated on the portal the timeline defined by NCH.
Online Portal: <https://consumerhelpline.gov.in>.

Recovery of overdues :

- Customers are explained the repayment process of the loan in respect of, tenure, periodicity, amount and mode of repayment of the loan. Notice, reminder or intimation is given to the customer regarding his/her obligation to pay the EMI or PEMI regularly on due date.
- On non-payment of Pre-EMI/EMI by the due dates, ICICIHFC shall remind the customers by making telephone calls, sending written intimations by post and electronic medium or by making personal visits by ICICIHFC 's authorized personnel at the addresses provided by the customer.
- Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited (CIBIL) or any other licenced bureau on a monthly basis. To avoid any adverse impact on the credit history with CIBIL, it is advised that the customer should ensure timely payment of the amount due on the loan amount.
- 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 Securitisation 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. Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

I/We acknowledge that :

- I / We have not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my/ our application form, other than the processing/administrative fee payable to ICICI Home Finance Company Limited in cheque.
- I/We have received and signed a copy of the Standard Terms.
- IHFC reserves the unconditional right to cancel the facility advanced/ to be advanced under the Transaction Documents (either fully or partially) without giving any prior notice to the Borrower, on the occurrence of any one or more of the following:
 - In case of Deterioration in the Creditworthiness of the Borrower in any manner whatsoever; or
 - In case of non-compliance of the terms and conditions of the Transaction Documents.

For the purpose of this clause, Deterioration in the Creditworthiness shall mean and include without limitation, the following events:

 - Downgrade of the rating of the Borrower by a Credit Rating Agency;
 - Inclusion of the Borrower and/or any of its Directors in the Reserve Bank of India's willful defaulters list;
 - Closure of a significant portion of the Borrower's operating capacity;
 - Decline in the profit after tax of the Borrower by more than fifteen percent;
 - Any adverse comment from the Auditor; and
 - Any other reason/ event in the opinion of the IHFC constituting or which may constitute Deterioration in the Creditworthiness

It is hereby agreed that for detail terms and conditions of the loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/to be executed by them.

The above terms and conditions have been read by the borrower/s/read over to the borrower by Shri/Smt./Kum _____, authorized person, of IHFC and have been understood by the borrower/s.

Borrower(s) Name: _____

Signature(s):

Thumb impression

Date : dd/mm/yy

Place :

Signature of authorised Signatory of IHFC:

Date : dd/mm/yy

Place :

MOST IMPORTANT TERMS & CONDITIONS (MITC)

Customer's Copy

Attention: PLEASE READ CAREFULLY BEFORE SIGNING

ACKNOWLEDGEMENT FORM

Loan Account Number : _____

(For Office Use Only)

This is with reference to the Facility Agreement dated _____ executed between _____ (the borrower) and ICICI Home Finance Company Limited ("IHFC"). The following are the major terms & conditions with respect to the facility availed by the borrower:

1.	Facility Agreement Date	
2.	Facility Amount Not Exceeding(₹)	
3.	Facility Type** Others:(Please specify)	<input type="checkbox"/> Home Loan <input type="checkbox"/> Land Loan <input type="checkbox"/> Office Premises <input type="checkbox"/> Home Equity <input type="checkbox"/> Home Improvement <input type="checkbox"/> Others _____
4.	Rate Type	a. <input type="checkbox"/> Fixed b. <input type="checkbox"/> Adjustable/floating Interest Rate c. <input type="checkbox"/> Initial Fixed & then Adjustable/floating Interest Rate <input type="checkbox"/> Renewable Fixed Interest Rate
5.	Rate of Interest	<p>5 (a) Fixed Rate of Interest</p> <p>(i) The Borrower/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at _____% per annum plus applicable interest tax or other statutory levy on the dates mentioned below.</p> <p>(ii) The Borrower/s shall pay PEMI at ____ % per annum plus applicable interest tax or other statutory levy until commencement of the EMI. Such PEMI will be calculated from the date(s) of respective disbursement(s) and shall be payable on the dates mentioned below.</p> <p>5 (b) Adjustable/ Floating Interest Rate:</p> <p>(i) IHPLR = _____ % per annum as on the date of the Facility Agreement.</p> <p>(ii) until varied by IHFC in terms of the facility Agreement, the Borrower/s shall pay the Adjustable Rate of Interest=_____ % per annum (i.e IHPLR +/- margin of _____ %) plus applicable interest tax or other statutory levies.</p> <p>(iii) The Borrower/s shall pay PEMI at _____ % per annum until commencement of the EMI payable on the dates mentioned below plus applicable interest tax or other statutory levies.</p> <p>(iv) Reset Period: Monthly (The reset dates for effecting the rate of interest changes will be the first date of the coming month after reset)</p> <p>(Any changes in the adjustable interest rate will be as detailed in Clause 4 of the Facility agreement governing the facilities and mentioned on the website)</p> <p>5 (c) Initial Fixed and then Adjustable/Floating Interest Rate.</p> <p>Fixed for _____ years and then Adjustable/Floating Interest rate.</p> <p>For the fixed period of _____ years interest shall be computed as per clause 5 (a) above; then it becomes</p>

		Adjustable/Floating Interest Rate as per clause 5 (b), above. 5 (d) Renewable Fixed Interest Rate: (i) The Borrower/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at _____ % per annum plus applicable interest tax or other statutory levy on the dates mentioned below. (ii) IHPLR= _____ % per annum as on date of Facility Agreement Until varied by IHFC in terms of Facility Agreement, the Borrower/s shall pay the Fixed Rate of Interest = _____ % per annum (i.e IHPLR+/-margin of _____ %)plus applicable interest tax or other statutory levies.
6.	Tenor	____ months (Subject to change with a change in IHPLR, in cases of Adjustable/Floating Rate of Interest).
7.	Installment Type	Equated Monthly Installment (EMI)
8.	Total number of installments	
9.	EMI (₹)	_____ (Subject to change with a change in IHPLR, in case of Adjustable/Floating Rate of Interest).
10.	Date of Commencement of EMI	
11.	Due Date for payment of first EMI	
12.	Moratorium/Subsidy (Mention 'NA' if not applicable)	
13.	Non-refundable processing fee/ administrative fee:	“_____ (Rupees _____ only)collected as tranche I at the time of login _____ (Rupees _____) collected as tranche II at the time of sanction of the facility.”
14.	Security (Mention Address of Property)	
15.	Other Security (if any)	
16.	Guarantor/s (if any)	
17.	Insurance (optional) - if availed through IHFC (For Details of Insurance refer Note 1)	Scheme: _____ ₹ _____ (Rupees _____ only)
18.	Conditions for Disbursement of the Loan	To comply with all preconditions for disbursement of the loan as mentioned in the Sanction Letter. The disbursement of the facility is subject to conditions agreed upon & detailed in the Facility agreement shared with you.

Note 1 : Details of Insurance Policy:

1. Life insurance – Insurance to cover the life of the borrowers up to the loan amount.
 2. Property insurance – Insurance to cover the property which is offered as security for the loan.
 3. Health insurance – Insurance to cover any medical expenses incurred by the Borrower/s and family members.
- Please refer the Insurance application form for any further details/features.

Standard Charges

A		
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2.	Part Prepayment Fees	NIL

3.	Cheque/ECS/NACH/Payment Instrument dishonour Charges, per transaction	₹ 500/- (Rupees Five Hundred Only) or such other amount as may be specified by IHFC from time to time plus applicable taxes and other statutory levies if any.
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12.	Penal Charges in the event of default/delay in payment/repayment of any part of the loan amount on due date	1.50% per month(p.m.) on the overdue/defaulted amount over and above the applicable Interest Rate (plus applicable taxes or other statutory levies, if any)
13.	Penal Charges in the event of breach of other material terms (other than payment default)	ICICI HFC reserves the right to levy and recover the applicable Penal Charges at its sole discretion, at the rate specified hereinabove under point 12 on the outstanding amount plus applicable taxes and other statutory levies, if any
14.	Charges for Statement of account	₹ 100/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.
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16.	Charges for duplicate NOC / No due certificate	₹ 500/- (Rupees Five Hundred only) plus applicable taxes and other statutory levies if any.
17.	Conversion Charges	0.50% for housing loan, 1.00% for the non-housing loan plus applicable taxes and other statutory levies if any, on principal outstanding.
18.	Stamp Duty and other statutory charges	As per Applicable Law

B. Full Prepayment / Foreclosure Charges

Sr No	Product	Prepayment Charges*
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Note : The turn-around time for all deliverables is post registration of the service request. All Business days shall be considered as working days for the turn-around time.

The original property/title documents will be released to you within 30 days from the date of full repayment/settlement of the Facility at the nearest loan servicing branch of ICICI Bank Limited/ICICI HFC as per the borrower's communication address or customer can also opt for any other preferred location by visiting branch of ICICI HFC. The release of original property documents shall be subject to no dues being payable in respect of this Facility or any other credit facility availed by the borrower, for which the said property was charged to ICICI HFC and/or ICICI Group.

Branch visiting hours are 10:00 am to 4:00 pm.

Customer Service and Grievance Redressal :

Level 1

1. Call Center, Email & Walk in at branches of the Company and the branches of ICICI Bank. The Company will acknowledge the customer issue and interim response will be sent to customer as an acknowledgment through Service Request (SR) number (complaints received through Call centre/walkin) or interim mail response (complaints received through email). All complaints are accompanied by a SR number for timely closure and tracking. Response will be provided as per the defined timeline. If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 2 (Grievance Redressal Officer(GRO))
Call Center Number: 1800 267 4455
Email: customer.care@icicihfc.com
Branches: Visit www.icicihfc.com to locate nearest branch of the Company.
Response will be provided as per the defined timeline.

Level 2

2. Grievance Redressal Officer
 - a. Grievance Redressal officer will acknowledge the issue and respond appropriately over email.
 - b. Response will be provided as per the defined timeline.
 - c. If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 3 (Head Customer Service).
GRO(Grievance Redressal Officer): 022- 66493844
Email: nodal.office@icicihfc.com
Physical Letter: <https://www.icicihfc.com/contact-us>

Level 3

3. Head Customer Service
 - a. Interactions received at the desk of Head Customer Service will be acknowledged and the issue would be captured appropriately.
 - b. Response will be provided as per the defined timeline.
 - c. If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 4(NHB).
Email: servicehead@icicihfc.com
Physical Letter: <https://www.icicihfc.com/contact-us>
If the issue remains unresolved after approaching Level 1/Level 2/ Level 3 of if the Company has not provided any status or resolution within 30 days, the customer may choose to refer the matter to regulators.

Level 4

4. National Housing Bank
- Interactions received from NHB will be acknowledged and the issue would be captured appropriately.
 - Response will be provided as per the timeline defined by NHB.
Online Portal: <https://grids.nhbonline.org.in>
Physical Letter: Customers can write on the address mentioned below:
National Housing Bank,
Department of Supervision
(Complaint Redressal Cell)
4th Floor, Core – 5A, India Habitat Centre,
Lodhi Road, New Delhi- 110003
National Consumer Helpline (NCH)
 - Interactions received from NCH will be acknowledged and the issue would be captured appropriately.
 - Response will be updated on the portal the timeline defined by NCH.
Online Portal: <https://consumerhelpline.gov.in>.

Recovery of overdues :

- Customers are explained the repayment process of the loan in respect of, tenure, periodicity, amount and mode of repayment of the loan. Notice, reminder or intimation is given to the customer regarding his/her obligation to pay the EMI or PEMI regularly on due date.
- On non-payment of Pre-EMI/EMI by the due dates, ICICIHFC shall remind the customers by making telephone calls, sending written intimations by post and electronic medium or by making personal visits by ICICIHFC 's authorized personnel at the addresses provided by the customer.
- Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited (CIBIL) or any other licenced bureau on a monthly basis. To avoid any adverse impact on the credit history with CIBIL, it is advised that the customer should ensure timely payment of the amount due on the loan amount.
- 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 Securitisation 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. Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

I/We acknowledge that :

- I / We have not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my/ our application form, other than the processing/administrative fee payable to ICICI Home Finance Company Limited in cheque.
- I/We have received and signed a copy of the Standard Terms.
- IHFC reserves the unconditional right to cancel the facility advanced/ to be advanced under the Transaction Documents (either fully or partially) without giving any prior notice to the Borrower, on the occurrence of any one or more of the following:
 - In case of Deterioration in the Creditworthiness of the Borrower in any manner whatsoever; or
 - In case of non-compliance of the terms and conditions of the Transaction Documents.

For the purpose of this clause, Deterioration in the Creditworthiness shall mean and include without limitation, the following events:

 - Downgrade of the rating of the Borrower by a Credit Rating Agency;
 - Inclusion of the Borrower and/or any of its Directors in the Reserve Bank of India's willful defaulters list;
 - Closure of a significant portion of the Borrower's operating capacity;
 - Decline in the profit after tax of the Borrower by more than fifteen percent;
 - Any adverse comment from the Auditor; and
 - Any other reason/ event in the opinion of the IHFC constituting or which may constitute Deterioration in the Creditworthiness

It is hereby agreed that for detail terms and conditions of the loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/to be executed by them.

The above terms and conditions have been read by the borrower/s/read over to the borrower by Shri/Smt./Kum _____, authorized person, of IHFC and have been understood by the borrower/s.

Borrower(s) Name: _____

Signature(s):

Thumb impression

Date : dd/mm/yy

Place :

Signature of authorised Signatory of IHFC:

Date : dd/mm/yy

Place :

