



THE ARMY GROUP INSURANCE FUND



FREQUENTLY ASKED QUESTIONS

Loan Division

Q. How can I obtain application forms for various advances, what is the application cost for HBA, CA & PCA ?

Ans. Yes, You can download application forms for various advances from AG's Web page or from AGIF. Cost of the application forms is ₹ 300/- for HBA, ₹ 200/- for CA(4-wheeler), ₹ 100/- for CA(2-Wheeler) and Rs 50/- for PCA .

Q. My EMI is not getting deducted by CDA/PAO (OR)?

Ans. If it is not getting deducted by CDA /PAO (OR) then you must pay the missed EMI directly to AGIF. Meanwhile contact your PCDA/PAO (OR) for recovering deduction of the EMIs with a copy to AGIF.

Q. How can I make payments to AGIF wrt my Loan Account?

Ans. Payments to AGIF can be made via the following means:-

- (a) NEFT/IMPS: For payment toward, Discontinued EMIs, Part Payments and Finalisation of loan (Loan repayment in full).
- (b) ECS Mandate: For payment of EMIs in case of loanees on Deputaion or for loanees who have exercised Option 2 for recovery of loan.

Q. I have paid excess EMI, how can I recover the same?

Ans. If the loanee pays excess EMI the same is refunded back to individual after disbursement of the complete loan amount.

Q. Can my EMI be changed?

Ans. Once the EMI starts getting deducted from PCDA / PAO (OR) then it cannot be changed.