

**CENT BANK HOME FINANCE LIMITED**  
**MOST IMPORTANT TERMS AND CONDITIONS (MITC)**  
**(For Individual or Non-Individual; Housing or Non-housing Loans)**

Application No. \_\_\_\_\_

Loan A/c No. \_\_\_\_\_

Major Terms and Conditions of the housing/non-housing loan as agreed by  
**Mr/Ms/Mrs.....& Mr/Ms/Mrs.....**  
 (The borrowers) and Cent Bank Home Finance Limited.

**1. LOAN DETAILS :**

a) Loan Amount Sanctioned	Rs. _____ /- Rupees _____
b) Purpose of Loan	
c) Rate of Interest	1.Reference rate - Base Rate 2.Spread.....basis points 3.Nature of RoI - Floating/Fixed/Fixed 'O' Floating 4. Present effective applicable rate.....

**2. FEE & OTHER CHARGES :**

a) Premature-closure/Pre-payment Charges	<b>I. Housing Loan (Core Schemes):</b> For purchase of Residential Plot/House/Flat, Construction of Residential House/Flat and Renovation/ Extension/ Repairs to Residential house <ul style="list-style-type: none"> <li>■ No prepayment charge for loans with floating RoI</li> <li>■ For loans with fixed RoI, the prepayment charges will be Nil if paid from own sources*, else 3% on the amount prepaid plus GST as applicable.</li> </ul>
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	<ul style="list-style-type: none"> <li>■ Non Individual Borrowers (i.e. Companies/Partnership Firm /LLPs / Trust, etc.) and where such non-Individuals are Co -borrowers along with Individual borrowers, prepayment charges will be 3% on the amount prepaid plus GST as applicable.</li> </ul> <p><b>II. Non-Housing Loan: For Loan Against Property/Loans for Commercial property purchase/Top-Up Loans :</b></p> <ul style="list-style-type: none"> <li>■ No prepayment charge for loans with floating RoI.</li> <li>■ For loans with fixed RoI the prepayment charge would be 3% on the loan amount prepaid plus GST.</li> </ul> <p>Dual/special rate (Combination of fixed and floating) housing or non-housing loan will attract the premature-closure norms as applicable to fixed rate loan so long as the account remains under fixed rate regime.</p> <p>*Own sources mean funds raised through sources other than Bank/HFC/FI.          *The Company reserves the right to call for documents evidencing source of funds.</p>
b) Conversion Charges for changing Rate of Interest	2% of the principal outstanding as on date of conversion + GST as applicable
c) Non-execution of Mortgage	If mortgage is not executed within the stipulated time, penal interest of 2% per annum will be levied on outstanding balance at the end of each month of default/delay.
d) Cheque Bouncing Charges	<p>Cheque/NACH Dishonor Charges during the loan tenure:</p> <ul style="list-style-type: none"> <li>■ 1<sup>st</sup> cheque/NACH- Rs.250/- plus GST as applicable</li> <li>■ 2<sup>nd</sup> cheque/NACH- Rs.400/- plus GST as applicable</li> <li>■ 3<sup>rd</sup> onwards- Rs.750/- plus GST as applicable</li> <li>■</li> </ul>
e) Document retrieval charges	Rs.2500/- plus GST as applicable
f) Providing List of Documents deposited with CBHFL	Rs.500/- plus GST as applicable
g) Providing Photocopies of Title deeds	Rs.1000/- plus GST as applicable
h) Charges for statement of account	Rs.200/- plus GST as applicable

i) Pre Closure statement /letter charges	Rs.500/- plus GST as applicable
j) Late EMI Payment Charges/Overdue Interest	2% per month on the amount overdue for the number of days of delay. A month is reckoned as 30 days.
k) Recovery Charges	Costs, Charges, Expenses, Incidental Charges and other monies that may have been expended by CBHFL in connection with recovery. Minimum charges would be Rs.500/- per instance.
l) CERSAI Charges	
▪ For loans upto Rs.5 lacs	Rs.50 / - plus GST as applicable for original filing and every subsequent modification.
▪ For loans above Rs.5 lacs	Rs. 100/- plus GST as applicable for original filing and every subsequent modification.

CBHFL retains the right to alter any charge or fee from time to time or to introduce any new charge or fee as it may deem appropriate with due information to the borrower through publication on website: **www.cbhfl.com**

### 3. SECURITY FOR THE LOAN :

a) Details of Property to be Mortgaged	
b) Guarantee (mention the name of Guarantors, if any)	
c) Other Security (mention the details of other securities, if any)	

### 4. INSURANCE OF THE PROPERTY/ BORROWERS

Property Insurance against flood, fire and natural calamities is mandatory and insurance premium will be borne by the borrower . Copy of policy bearing “Bank clause” should be submitted to the branch office.

### 5. CONDITIONS FOR DISBURSEMENT OF THE LOAN

Conditions precedent to disbursement of loan as specified in Loan Sanction Letter and Loan Agreement.

### 6. REPAYMENT OF THE LOAN & INTEREST :

a) Moratorium period	Initial 36 months from the date of execution of loan documents.
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	That is, from.....to.....
b) Payment of interest	<p>Interest during moratorium period, called as Pre EMI, is payable before 10<sup>th</sup> of succeeding month. First PEMI is due on.....</p> <p>Interest would be calculated on the Outstanding Balance (Closing Balance) on the last day of the previous month.</p>
c) Amount of EMI	<p>Rs.....Per Month. It includes principal and interest components.</p> <p>EMI should not be lower than interest charged in any month.</p>
d) Number of EMIs (No. of Months) based on Sanctioned amount	Months
e) Date of commencement of EMI	<p>EMI commences on the day following end of moratorium period. EMI starts on .....</p> <ul style="list-style-type: none"> <li>▪ First EMI is due for payment on the succeeding 10<sup>th</sup> date after end of moratorium, that is on.....</li> <li>▪ Subsequent EMIs shall be payable on 10<sup>th</sup> of each calendar month.</li> </ul>
f) Term of loan	<p>Moratorium ( ) + no. of EMIs ( ) = ( ) months from loan agreement execution date.</p> <ul style="list-style-type: none"> <li>▪ In case of reduction in Rate of Interest (RoI) due to any reason, EMI will not be changed; and the loan would get repaid and closed before full term.</li> <li>▪ In case of increase in Rate of Interest (RoI), EMI may get changed on borrower's request. If EMI is not changed then the balance outstanding at the end of the tenor of loan, should be paid in lump sum.</li> </ul> <p>Any change in EMI is the sole discretion of CBHFL.</p>
g) Any other detail for payment As per Sanction Letter of principal amount of loan and interest including due date/s	

h) Procedure for advance intimation of the change in charges the rate of interest / charges	Intimation about the changes in the rate of interest / charges will be given by way of Letters/ Emails/ SMS/publication on website as per the terms and conditions of the Loan Offer Letter.
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## 7. BRIEF PROCEDURE FOR RECOVERY OF OVERDUE

- Follow up from the default date through SMS alerts and phone calls.
- Monthly default notices to the defaulters upto 3 months defaults.
- Beyond 3 months & upto 12 months - Default follow up letters.
- Letters to guarantors if the notice sent to the defaulters yield no results.
- Letters to Employer of the defaulting borrower, if the borrower continues to default for more than 2 months.
- Allotment of default cases of more than three months to Recovery Agents.
- Personal follow up with Borrowers.
- If default continues, legal action including those under SARFAESI Act will be instituted.
- The Company reserves the right to appoint/handover the account to Recovery Agency for recovery of dues and realization of securities. Commission, charges and expenses like conveyance, etc. incurred on this count would be borne by the borrowers.

## 8. CUSTOMER SERVICE & TAT:

a) Visiting Hours at the Office	Business Hours on all working days.
b) Details of the person to be Branch contacted for customer service Branch	Manager of the branch- Branch phone number - Email id-
c) Procedure to obtain the following, including time line:	
I. Loan Account Statement	Within 3 working days after customer's request
II. Photocopy of the title documents	Within 14 days from the date of written request along with requisite fees.
III. Return of original document on closure/transfer of the loan.	Within 14 days from the date of receipt of request letter from the Borrower subject to clearance of cheque/demand draft.

## 9. GRIEVANCE REDRESSAL :

a) Email ID and other contact details at which complaint can be lodged.	<p>The customer may approach Branch office for his/ her grievance redress and may submit the complaint in writing, through email or by post/courier.</p> <p>Email: <a href="mailto:customercare@cbhfl.com">customercare@cbhfl.com</a>  <b>Or</b>  <a href="mailto:grievancesredressal@cbhfl.com">grievancesredressal@cbhfl.com</a></p> <p><b>Customer care ( Toll free) : 180030005259</b></p> <p><b>Website: <a href="http://www.cbhfl.com">www.cbhfl.com</a></b></p>
b) Turn around time Seven Working Days for resolution	
c) Matrix for escalation of grievance	<p>If customer is not convinced with the redressal of complaint then customer can call or write a mail on the numbers and addresses mentioned at the website. After examining the matter, they would be receiving response within 15 working days.</p> <p>In case the complainant is still not satisfied with the response received/or where no response is received, the complainant may approach the Complaint Redressal Cell of National Housing Bank online at <a href="https://grids.nhbonline.org.in/">https://grids.nhbonline.org.in/</a></p> <p>Complaint Redressal Cell, National Housing Bank, Department of Regulation and Supervision, (Complaint Redressal Cell), 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi-110003 is accessible for written grievances.</p>

### **Disclosure**

**CBHFL is authorized to disclose from time to time any information relating to loan to any credit bureau (Existing or Future) approved by Government of India or any authority as may be required from time to time without any notice to the applicant. CBHFL is also authorized to make inquiries with Credit Information Companies and get the applicant's Credit Information Report.**

**The Most Important Terms and Conditions mentioned above are indicative list of terms and conditions of loan products. These terms and conditions are further described in loan agreement under relevant sections/ schedules and therefore should be read in conjunction with those mentioned in the loan agreement.**

**It is hereby agreed that for details of terms and conditions of the Loan, the parties hereto**

shall refer to and rely upon the loan sanction letter and other security documents executed/  
to be executed.

The terms and conditions have been read by the borrower/s or read over to the borrower/s  
by the official of the Company and have been understood by the borrower/s.

(Signature of Authorized (Signature/ thumb impression of Borrower/s)  
Person of CBHFL)

(1.)

(2.)

(3.)

**Date:**

**Place:**

**Note:** Duplicate of MITC should be handed over to the borrower/s.