

Most important terms and conditions

Borrowers/Guarantor {ContactRolesName} and India Shelter Finance Corporation Limited (“**Company**” or “**ISFCL**” or “India Shelter”):

Details of the loan

1. Sanctioned amount of loan /Rs. {OppSancAmount} /-

a) Interest Rate

- (i) **Applicable type of Rate of Interest (ROI)** - {SancROIUnits},
- (ii) **Rate of Interest if Semi Variable / Variable / Fixed** - {LOANPRODUCT_VRR}% plus Spread {Spread}% = {OPPORTUNITY_SANCTIONED_ROI}% percent per year. #Subject to terms and condition mentioned in Schedule 8.4.

- a. Any subsidy/ moratorium offered under a Government scheme/ regulatory provision shall be subject to terms and conditions of such scheme. Apart from the same, the Company does not provide any moratorium or subsidy.
- b. As per the Company’s internal policy on Rate of Interest. in case of floating rate, rate of interest on the loan will be revised/ reset with revision in the Variable Reference Rate (“**VRR**”). Any revision in VRR will be notified to the Borrower.
- c. In Semi Variable Rate of Interest, the rate of interest is linked to benchmark Variable Reference Rate which subject to revision as per the Company’s internal policies based on its sole discretion and impact of change in VRR will be passed on to effective Rate of Interest from the first reset date falling after three years from the date of first disbursement.
- d. If there is any revision in the Rate of Interest then the same shall be communicated to you via letter/ branch notification / website/ email / electronic message.

2. Instalment Types

Till the time entire loan amount is availed, simple interest on the amount availed (at the above mentioned interest rate) will be payable as pre-EMI.

3. Loan Repayment and Loan Tenure – The loan will be repaid by {OppSancTenure} Equated Monthly Installments of Rs. {OppSancEMI}

4. Loan Repayment and Tenor of Loan-

The loan will have to be repaid in {OppSancTenure} months (“**Tenor**”) in equal monthly instalments of Rs. {OppSancEMI} / (“**EMI**”). with 7th of every month as **Due Date** of payment. The EMI will commence from the billing cycle falling immediately after disbursement of the entire loan amount. Billing cycle for this purpose would be the monthly cycle for computation of interest every month ending on the Due Date. The Due Date can be any other date communicated by the Company as per the terms and conditions of the Loan Agreement. Further, all instrument towards payment of EMI/ PEMI shall be presented in Borrower’s bank account on such Due Date / Scheduled Date of Instalment presentation provided in the Loan Agreement. In case of any change/ revision in applicable Rate of Interest, the Company, at its sole discretion, may revise the EMIs or tenor of the loan or both and accordingly fresh repayment instrument, if required, will have to be provided by the Borrower for revised EMIs.

Any such change would be duly informed to the customer in advance via SMS/email/Registered post.

5. The loan shall be used for {PurposeOfLoan}.

6. Fee & Other Charges

a) At the time of Application and Documentation

- (i) At the time of application, Non-Refundable Initial Login fees of : Upto Rs. 5,000 plus GST.
- (ii) Applicant will be required to pay any balance processing fees at the time of acceptance of sanctioned loan amount. Total Processing Fee payable will be as under:

Type of Loan	Non-Refundable Processing Fee (In addition to Initial Processing Fee)
Housing Loan	Upto 4% plus GST of the loan amount sanctioned

सभी आवेदकों के हस्ताक्षर

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____

Non- Housing Loan	Upto 4% plus GST of the loan amount sanctioned
Loans eligible under any Government scheme.	As per the respective govt. scheme subject to the above ceiling plus GST.
Search Fees**	Rs. 1500 /- plus GST
Other Administrative Charges	Rs. 1000/- plus GST

Note: Please refer to the Sanction Letter for the exact amount of Processing Fee charged.

**** Search fees shall be Rs. 2000/- plus GST for Jaipur city and Rs.2500/- plus GST for Chhattisgarh, Odisha and Delhi NCR.**

- (iii) Post sanction of the loan, no processing fees shall be refunded if loan is cancelled or not drawn by customer for any reason. Further, Loan Cancellation Fee of Rs.10,000/- plus GST will be charged.
- (iv) All other fees such as stamp paper, notary, cost of legal search report etc – plus GST will have to be borne by the Borrowers.
- (v) Up to Rs. 2,000/- plus GST towards security creation in the state of Delhi, Uttar Pradesh, Maharashtra and Haryana.

b) Charges during the term of loan and thereafter

- (i) **Technical Charges for subsequent disbursement** - After disbursement of first tranche, at the time of each subsequent disbursement, the borrower shall have to bear a fee of Rs.600/- plus GST for sanction amount up to Rs. 20 Lakh and Rs. 750 plus GST for sanction amount above 20 lakhs for each technical visit which shall be deducted from subsequent disbursement amount.

(ii) Legal Charges (plus GST)

13 (2) Notice	Rs. 2500/- per notice
13 (4) Notice	Rs. 5000/- per notice
Possession Notice	Rs. 5000/- per notice
Auction Notice	Rs. 5000/- per notice
Revaluation of Property for NPA cases	Rs. 1500/- per instance
Filing S.14 Application & Obtaining Order for Physical Possession in SARFAESI	Upto Rs.15000/- per case
Arbitration (At the stage of LRN initiation)	Upto Rs. 4000/- per case
S.138 of NI Act (At the stage of Filing)	Upto Rs.5000/- per case
Physical Possession Charges (On completion)	As per actuals
Physical Possession Charges (On attempt to take Physical Possession)	Upto Rs. 10000/- per case
At the stage of filing of S.25	Upto Rs. 3500/- per case
Other Legal Cost	As per actuals

- (iii) **Penal charges – Penal interest Rate at 36% per annum shall be charged on the overdue EMI/ instalment amount.**
- (iv) Any other legal charges incurred by ISFCL for recovery of outstanding loan amount plus GST shall be recovered from the Borrower.
- (v) Reprinting of Cheque or Change in payment instrument towards disbursement of loan- Rs.1,000/- per instrument/ instance plus GST.
- (vi) Loan Account Closure Fee- Upto Rs.100/-
- (vii) Other Charges:

During the Loan Cycle

सभी आवेदकों के हस्ताक्षर

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____

Cash Handling Charge	Rs. 300/- (Inclusive of GST)
Outstanding Enquiry**	Rs. 1000/- plus GST
Repayment Schedule Fee	Rs. 500/- plus GST
Account Statement	Rs. 700/- plus GST
Document Retrieval Charges during loan cycle	Rs. 750/- plus GST
CLD (Customer List of Document)	Rs. 700/- plus GST
Disbursement Cheque re-print request	Rs. 1000/- plus GST
Expired Cheque Re-Processing Charges	Rs. 2500/- plus GST
Any Change in Banking Details	Rs. 1000/- plus GST per instance
Interest Rate Review Charge (For switch over from a higher interest loan to a lower interest loan based on improved credit profile)	Subject to request by customer and at the discretion of the Company based on its internal policies- Rs. 5,000/- or 0.5% of loan outstanding whichever is higher plus GST; shall be payable by the customer.
Conversion Charges (For change in type of rate of interest ("ROI") from floating to fixed interest ROI and vice-versa)	Up to 4% of Loan outstanding plus GST
Bounce/Miss Due date charge (For cases where ACH/ECS mandate is not operational, and payment not done on or before due date)	Rs 700 per instance
Field Visit Charge	Rs. 500/- plus GST per visit
At the time of Closure of Loan	
Document Storage and Handling Charges	Rs. 1000/- plus GST
Penal charges for non-collection of property documents post 30 days from the loan closure date	Rs. 2000/- Per Month plus GST
Loan Account Closure Fee	Up to Rs 100/- plus GST

***Post sanction of the loan, if loan is cancelled or not drawn by customer for any reason, Loan Cancellation Fee will be charged. Further, no processing fees shall be refunded.**

****TAT for issuance of Foreclosure - 21 days Post receipt of Customer Request.**

c) Current Prepayment Charges- Charges towards Pre-Closure of the Loan OR towards Advance Adjustment/ Part Payment of the Loan:

Interest Type	Purpose/ Prepaid or Pre-closed through	Charges (please refer to the Notes below)
Variable Rate	Housing Loans/ Non- Housing Loans to individual borrowers unless the end use is for business purpose	'NIL' charges
Fixed Rate	Housing Loans prepaid/ pre-closed through 'Own Sources' of the Borrower(s).	'NIL' charges
Fixed Rate	Housing Loans prepaid/ pre-closed through Other Sources OR Non-Housing Loans with any purpose.	(a) Within 24 months of disbursement of last instalment of the Loan- 6% plus GST of the Loan Amount paid.

सभी आवेदकों के हस्ताक्षर

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____

		(b) After 24 months of disbursement of last instalment of the Loan- 4.5% plus GST of the Loan Amount paid.
Variable Rate	For all types of Loans where end use is for business purpose or where the borrower is not individual.	(a) Within 24 months of disbursement of last instalment of the Loan- 6% plus GST of the Loan Amount paid. (b) After 24 months of disbursement of last instalment of the Loan- 4.5% plus GST of the Loan Amount paid.
Semi Variable Rate	Housing Loans prepaid/ pre-closed through Other Sources or Own Sources OR Non-Housing Loans with any purpose.	(a) For first 3 years - from the date of first disbursement- Charges as applicable in Fixed Rate loans shall apply. (b) After 3 Years – Charges as applicable in Variable rate loan shall apply.
Note: <i>The expression "Own Sources" for the purpose means any source other than by borrowing from a bank/ HFC/ NBFC and/or a financial institution.</i>		

The fee and charges may be revised by the Company at its sole discretion and such change would be published on the Company's website/ branches under Schedule of Charges. The Borrower(s) are requested to refer to the Schedule of Charges published on the Company's website for latest applicable charges and more details.

7. Security for Loan

- a) The loan will be secured by Equitable/ Registered mortgage/ extension of mortgage of the property situated at the following address:
- **Address Line 1 :** {\$ADDRESSLINECO1|upper}
 - **Address Line 2 :** {\$ADDRESSLINECO2|upper}
 - **Address Line 3 :** {\$ADDRESSLINECO3|upper}
 - **Address Line 4 :** {\$CollateralCityStatePincode }
- b) Mr./ Ms. {\$Guarantorname} {\$Guarantorlastname}, resident of Address Line1 {\$GuarantorAddress|Upper},Address Line2 {\$GuarantorAddressLine2|upper},Address Line3 {\$GuarantorAddressLine3|upper} is/are the guarantor.
- c) Any other security condition to be complied with, as mentioned in Sanction Letter.

8. Insurance / बीमा

You, at your discretion, may avail the following insurance cover premium of which could be funded by the Company if requested by you:

- (i) Credit Life Insurance
- (ii) Accident Insurance
- (iii) Property Insurance
- (iv) Health and Critical insurance

Taking Insurance as facilitated by the Company is NOT COMPULSORY and can be taken from any of the insurance company. Insurance details are provided in insurance related documents.

- Credit insurance covers your entire loan amount and is payable only once & covers both natural & accident death.
- Accident insurance cover will be up to sanction amount per insured & is for five years.
- Property insurance shall be taken up to value of the house less land value & is valid till the tenure of the loan.
- At the time of insurance claim, the remaining principal amount of India Shelter will be deducted and whatever additional amount is balance, it will be paid to the nominee / borrowers.

9. Conditions for disbursement of the Loan.

The Company shall not disburse any loan to the Borrower/s unless the conditions mentioned in the Sanction Letter and Loan Agreements are complied with, to the satisfaction and sole discretion of the Company. Major conditions are under:

सभी आवेदकों के हस्ताक्षर

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____

- (a) Submission of all relevant documents as mentioned by ISFCL in the sanction letter/ loan agreement.
- (b) Clear, marketable title of the property in favour of the Borrower.
- (c) All the security documents prescribed to be executed by the Borrower/ co-borrower(s)/ guarantor/s.
- (d) A valid mortgage (equitable or registered if equitable mortgage is not possible) should be created in favour of the ISFCL as per the applicable laws.
- (e) The loan will be disbursed in stages where a loan for construction has been availed.
- (f) Payment of own contribution by the Borrower (total cost of flat less the loan amount), as specified in the Sanction Letter.
- (g) To providing adequate utilization proof of the Loan.
- (h) The construction of the property to be in accordance with the approved plans/ bye laws, as applicable.

10. The brief of the recovery procedure of the due instalments

- In case your instalment gets bounced for one or the other reason, you will receive a phone call and SMS for its payment. You will have to deposit the amount along with the cheque/NACH/ECS bounce charge in the branch of India Shelter.
- A collection representative/ officer of the company may call you or meet you in your place of residence / occupation / your choice for accepting repayment amount.
- In case, even after the abovementioned phone call and SMS, the amount of the instalment is not deposited within proper time limit, the legal proceeding may be initiated against you as per the applicable laws.
- **In case of loan turning NPA, SARFAESI proceedings will be initiated against you.**

11. Annual Outstanding Statement may be received on request by the customer any time during the loan tenure.

12. Consumer (Customer) services

- Office visiting hours– 10.00 a.m. – 6.00 p.m.
- You may contact the customer service officer in the branch or our call at 1800-572-8888 for any loan related assistance.
- During the term of the loan, you may obtain the loan account statement from the customer service officer in the branch after paying the proper fee.
- You will have to give a written request to the branch for the photocopy of the ownership documents and thereafter you will be able to get the photocopy of those documents within 7 working days.
- You can collect your original property documents post the closure of your loan account; within 30 working days from the day when your entire loan amount along with outstanding dues have been received in the bank account of the Company; either from your home branch or any nearest branch as per your request submitted in writing with the Company.

13. Grievance Redressal Mechanism

You may register any type of grievance or suggestion (including those relating to the services provided by the Company's agencies/ representative) through the following mechanism:

<p>Level 1 Branch/ Toll-free number/ E-mail/ WhatsApp/ Website/ Portal The complainant can visit branch or call at 1800-572-8888 to register their complaint. The complaint can also be e-mailed at customer.care@indiashelter.in. The customer may also submit their grievances on our website www.indiashelter.in.</p> <p style="text-align: center;">↓</p>
<p>Level 2 First Escalation Branch Head/ Call Centre Manager Branch Head can be contacted at branch itself. Call-centre manager can be reached at the call centre number.</p> <p style="text-align: center;">↓</p>
<p>Level 3, Second Escalation Chief Grievance Redressal Officer In case your complaint is not resolved, you may write to Chief Grievance Redressal Officer through cgro@indiashelter.in, or, you may also write to him at below mentioned address:</p>

सभी आवेदकों के हस्ताक्षर

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____

➤ Chief Grievance Redressal Officer, India Shelter Finance Corporation, 6th Floor, Plot No. 15, Sector 44, Gurgaon, Haryana – 122002.

The customers are requested to follow the above Grievance Redressal Mechanism/ Grievance Grid for complaint resolution. At every level, the Company will provide acknowledgement/ preliminary remarks to the aggrieved customer within maximum of 72 hours and the final response will be provided within the Turn Around Time (“TAT”) as communicated by the Company in such acknowledgement/ preliminary remarks.

If more time is required, in the interim, the Company will inform expected timeline to such customer. If the customer is not satisfied with the reply/ resolution provided by the Company at one level or the customer does not receive any response, then he/ she may escalate to the next level.

In case the complainant does not receive response from the Company within a period of one month or is dissatisfied with the response received, the complainant may approach the National Housing Bank (NHB) by lodging its complaints online on the portal of the NHB at link <https://grids.nhbonline.org.in> or through post to 'The Grievance Redressal Department, National Housing Bank, 4th Floor, Core 5A, India Habitat Center, Lodhi Road New Delhi– 110003'. 'The Grievance Redressal Department, National Housing Bank, 4th Floor, Core 5A, India Habitat Center, Lodhi Road New Delhi– 110003

It has been hereby agreed to that the parties mentioned herein will have to refer to and depend on the loan and security documents executed/to be executed by them for the detailed terms and conditions of the loan.

The above terms and conditions have been read by the borrower(s)/read out to the borrower(s) by the representative of the company and understood by the borrower(s).

(Signature or thumb impression of the borrower(s):

Applicant1 _____ Applicant2 _____

Applicant3 _____ Applicant4 _____

सभी आवेदकों के हस्ताक्षर

1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____