

1 Most Important Terms & Conditions

1.1 Product offerings and Purpose of loan

Loan is sanctioned basis a combination of several factors like repayment capacity, collateral security, past and present credit history and other risk parameters. Borrower/s is/are advised to refer to the Loan Agreement to know the loan amount sanctioned

Following are the types of loans offered by IHFL:

Home Loans:

1. Construction/ purchase of residential/ commercial property
2. Purchase of Plot and construction of house thereon
3. Balance transfer of Housing Loan already availed from Bank/ Housing Finance Company
4. Improvement or Extension of the existing House

Loan Against Property: Loans against pre-owned properties, to be utilized for other than those specified in the Home Loans herein above. Loan under this category may be sanctioned for purposes of business expansion, asset acquisition, personal/family need, travel, medical treatment etc.

Non-Residential Premises: Indiabulls offers financial assistance for the acquisition of office/ commercial properties and Indiabulls also sanctions loan against the non-residential premises for business or personal needs.

Construction Finance: Loans provided for construction / development of Residential Projects to developers

Maximum Loan (Loan to Value): -

Home loans: Maximum 90% of the Property value for home loan upto Rs 30 lacs. This is restricted to maximum 80% for home loan which exceed Rs 30 lacs and upto Rs 75 Lacs and Maximum 75% for Loans above Rs 75 Lacs.

LAP/NRP: Under this scheme, Loan shall be sanctioned upto Maximum 70% of the value of the property under proposal, depending upon the nature , type and possession status of the property.

Construction Finance: Maximum 50% of primary collateral

1.2 Rate of Interest

IHFL offers loans at Floating Rates or dual rate of interest (Fixed and Floating). Interest on the loan is charged at prevailing floating rate on the reduced balance at end of such respective month. The rate of interest to the loan/facility shall be applicable as per the Applicable benchmark reference rate prevailing on the date of disbursement and as stated in the Loan Agreement. However, the rate of interest is subject to revision due to change in base rate. Therefore, any change in base rate subsequently influences the rate of interest/ EMI/ tenure accordingly as per agreed terms and conditions of the loan agreement.

Consequent to any such upward change in rate of Interest, repayment period may get extended further beyond 30 years. As per the terms of the loan agreement, in case of change in the rate of interest the tenure for repayment is increased by default since the EMI is kept constant. Nevertheless, in certain cases where the impact does not get accommodated through tenure extension, the monthly Installment can be modified. In case the customer wants any reschedule of the repayment terms, the customer is required to complete the necessary request/documentation and get rescheduled the loan facility subject to his repayment capacity.

As per policy and practices being followed by IHFL, all customers are intimated of any change in the applicable base rate. Further, besides sending of individual intimation by SMS/letter/e-mail or any other electronic mode prevalent for the time being, such changes in the rate of interest are duly notified & displayed immediately on the website of Indiabulls for information to all its customers.

The reset date shall be effective from 1st day of month following the month in which IHFL Reference Rate is changed. IHFL rates of interest are linked to FRR/ LFRR/ PLR depending on the nature and purpose of the loan.

Interest Rates (as applicable):

Product	Interest rates
Home Loans	8.65% onwards
Loan Against Property/ Non-Residential Purchase	9.99% onwards

1.3 Basic Eligibility Criteria

1. The Borrower age should not exceed 75 years at time of maturity of loan.
2. The Borrower should have the earning/ financial capacity to pay Equated Monthly Installments (EMI) along with such other charges as applicable without failure.
3. The Mortgage property must be absolutely clear and marketable and free from any En-cumbrances and must be enforceable under the SARFAESI Act.

1.4 Loan Tenure

Presently, Loans are offered to the customer for a maximum period of:

1. Up to 30 years for Home Loans,
2. Up to 15 years for LAP/NRP

However, the Loan tenure specified herein above is subject to the age of the applicants, which shall be within the acceptable credit norms and further, it, will also be dependent on customer risk profile and age of property etc.

1.5 Fee and other charges

Particulars	Rates/ amount
Processing Fees	1.00% onwards of loan amount
Transaction handling charges in balance transfer / resale home loans	INR 1500
Legal opinion , SRO search , ROC Search and Technical Valuation Fee	INR 2500
Repayment dishonor charges	INR 500 (HL) and INR 750 (LAP), NIL on representation
Late payment charges	24% p.a. of outstanding of EMI
Retrieval charges for copies of loan/ property documents in custody of IHFL	Softcopy: NIL Physical copies with IB attestation: INR 500
Charges for Statement of Account/ Amortization Schedule	INR 200
Charges for certified true copies of title deeds from SRO, if applicable	As per actual
Stamping charges of loan agreement	• As per actual, subject to state laws
Stamping charges of other legal documents like indemnity bond, legal undertakings, legal affidavits, personal guarantee bond, power of attorney for NRI home loans etc.	As per actual, subject to state laws - to be procured by borrower directly
Original property documents retrieval for specific activity like production at SRO or development authority (on borrower request)	INR 5,000
Database Admin Fee	INR 650 (inclusive of service tax)
Repayment mode swapping charges	NIL
Registration charges for borrowers' ECS mandate (loan repayment)	NIL
Income tax certificate in home loans	NIL
Compliant handling charges	NIL
All applicable fees & charges are subject to levy of GST, which if payable, is to be paid in addition to the fees/charges.	

* All fees and charges are payable as per rates published on the company's website.

2 Security/ Collateral for the Loan

Mortgage of property purchased/ to be purchased or constructed/ to be constructed, by execution of Memorandum of Entry for deposition of title deeds (MOE) or Mortgage Deed or Registered MOE, depending upon the title flow/nature of transaction and in compliance to the local laws applicable. Additionally Declaration/Undertaking from Property owners for deposition of title documents is obtained. Mortgages created with the Company in any manner shall be onward registered with CERSAI as per guidelines.

3 Insurance of the property/ borrowers

Further, IHFL arranges/facilitates services to those customers who are interested in obtaining Life and Non-Life insurance cover from certain Insurers. Insurance is a subject matter of solicitation and therefore, optional for the

Borrowers to avail these insurance covers. The Borrower/s may keep his/their life insured equivalent to loan outstanding at any point of time during the pendency of the loan with IHFL as the sole beneficiary under said policy/ policies.

4 Conditions for disbursement of the Loan

The mode of disbursement of loan shall be disbursed either in lump sum or in suitable installments, which shall be decided by IHFL, subsequent to taking into consideration of the needs/ progress of construction/ nature of transaction being financed.

All the disbursement payments by IHFL shall be made through the cheque duly crossed and marked account payee only.

The loan facility may be reappraised on legal, technical, and financial terms before disbursement or during the continuity of the loan wherever needed and IHFL may hold, suspend, downsize, cancel or recall the loan facility, if any findings make it necessary to do so in the interest of the lender.

IHFL 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 IHFL. Few of which are as given below:

- The Borrower must fulfil the IHFL's requirement of credit worthiness.
- Execution of loan agreement and such other ancillary documents
- Submission of ECS/ACH/ etc. any other clearing system in force for the time being towards repayment of instalments
- Creation of security in favour of IHFL.
- Utilisation of disbursement should be as per the end use specified
- The Borrower must disclose every material fact/s which may affect the borrower's loan proposal.

5 Repayment of Loans & Interest

Repayment of loan will be through installments/EMI's (or Pre-EMIs) comprising of principal and/or interest. Repayment of loan amount can be done through electronic mode (ECS) also. IHFL may, in its sole discretion, alter the rate of interest suitably and prospectively if unforeseen or extraordinary changes in the money market conditions take place. The liability of the borrowers will be extinguished only when the entire outstanding in the loan account becomes Nil on payment of residual amount, if any.

6 Recovery of Overdue

It is duty of the borrower to repay loan amount with applicable interest along with all dues/charges/fees levied as per agreed terms of loan agreement. However, in the event of default in re-payment of any of the above, Company reserve the right to recover overdues by resorting to legal & permissible means

The borrower to be sent reminder from time to time in case of defaults for payment of the outstanding amount on his loan account by telephone, e-mail, courier, SMS and/or through third parties appointed for collection purposes to remind, follow-up and collect dues. The Collection methodology broadly includes the following:

- Tele-Calling: It involves contacting the Borrower over the phone and making them aware about the missed due date and requesting to pay the arrears at the earliest.
- Field Collection: It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of IHFL or authorized representatives. The payment would be collected either in cash or in the form of a cheque/DD against the valid receipt only which will be issued to Borrower.
- Legal action shall be taken based on circumstances of each delinquent account, as per the policy of IHFL and pursuant to the provision of applicable laws. IHFL shall use a judicious mix of field visit, written communication and legal action to ensure proper and effective coverage for the different category of delinquent account.

7 Annual Outstanding Balance Statement: will issue the Annual Outstanding Balance Statement along with Annual Income Tax Certificate for the preceding Financial Year to all Home Loan Borrowers in the first quarter of every Financial Year.

8 Pre-payment

Indiabulls do not charge any prepayment charge from individual home loan borrower on foreclosure of home loans. Any prepayment of the loan shall be made and accepted as per policy and rules of IHFL and in accordance with statutory guidelines, issued from time to time and as applicable at the time of prepayment and according to the nature of the loan. For more details, kindly refer the prepayment link provided on the Indiabulls website (<http://www.indiabullshomeloans.com/>).

9 Miscellaneous

- Return of Documents & issuance of No Due Certificate (NDC):
Once a loan account is fully repaid and closed, borrower is entitled to get a NDC & security documents as well as documents submitted by guarantor/s. Company shall arrange to issue the same within fifteen days of closure of the account on receipt of request in this regards.
- Statement of Account:
The Home loan Borrowers can access their loan account details through online login. Company has offered the above facility to all HL borrowers at free of cost.
The copy of statement of account can also be obtained on request from the nearby branch.
- Liability of Borrower to be Joint and Several:
In cases where the Loan is provided to more than one Borrower, then the liability of the Borrower to repay the Loan together with interest and all other amounts and to observe the terms and conditions of the Agreement/ and any other agreement(s), document(s) made between the Borrower and the IHFL in respect of the Loan is joint and several.
- Credit Information Bureau:
IHFL is authorized to make enquiries from any of the Credit Information Bureau and get the Credit Information Reports and is also authorized to disclose from time to time any information relating to the loan to any Credit Bureau approved by Govt. of India or Reserve Bank of India without any specific notice to the borrower.
- Right to inspect property:
IHFL or any person of its authorized person shall have free access to the property for the purpose of inspecting the condition or progress of construction and accounts of construction to ensure proper utilization of the loan.
- Validity of sanction:
This sanction shall be available to the Borrower for a maximum period of 30 days from date of issuing the Sanction letter. During the above period, the loan facility will be available on demand.

10 Customer Service

In each branch as separate desk like "MAY I HELP YOU" has been created with above display for visitors' attention. Customers can get instant guidance from the desk staff. Besides, following customer friendly arrangements have been put in place,

- Notice Board Display of all important matters relating customer services, loan products, FPCs, KYC guidelines, fees & charges etc. as per guidelines of MHB.
- Customer can get all information on our services & products over dedicated toll free telephone number: 1800-572-7777 between 9:30 am – 6 pm from Monday to Friday (Except Public Holidays).
- Pamphlets/printed materials describing detail information on our products are available at all branches.
- A notice Board is put in place outside branch premises mentioning, working hours, Closing days, Branch Heads contact details etc.
- Company has well developed website, where in, all relevant information, copy of documents to down load are available for customers information any time (24x7) any day by click of mouse.
- Borrower can visit the Service Branch during visiting hours of 9:30 am – 6:00 pm from Monday to Friday (Except Public Holidays).
- Borrower can reach to Customer Service vide website link :- <https://www.indiabullshomeloans.com/contact-us/grievance-redressal/>
- Indicative Timelines of common request servicing:
 - Loan account statement – 7 working days from date of request
 - Photocopy of the title documents – 7 working days from date of request
 - Return of original documents on closure/transfer of loan – 15 working days from date of request
 - Foreclosure not accepted in last week of the month

11 Grievance Redressal

- If the customer wants to make a complaint, he/she shall be suitably advised as to lodge the complaint at the branch concerned or can write to us at <https://www.indiabullshomeloans.com/contact-us/grievance-redressal/> . Our staff shall help the customer with any questions the customer has.
- If the customer is still not satisfied then the matter would be looked into by a higher authority /Committee

appointed/constituted by the Company in this regard.

- Where a complaint is received in writing from a customer, we would endeavor to send him/her an acknowledgement / response within a week. If the complaint is relayed over phone at the Company's designated telephone-helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
- After examining the matter, the Company shall send the customer its final response or explain why it needs more time to respond and shall endeavor to do so within six weeks of receipt of a complaint and he/she should be informed how to take his/her complaint further if he/she is still not satisfied.

Escalation Matrix for Resolution of complaints

First Level	<p><i>In case customer has a Request, Query & Feedback, they may refer FAQs. In case they have a complaint , they may write to us on below links-</i></p> <p>FAQs https://www.indiabullshomeloans.com/home-loans/faqs/ Write to Us https://www.indiabullshomeloans.com/contact-us/customer-service/ Call Us Customer help line no. - 1800-572-7777(Toll free) Visit Us https://www.indiabullshomeloans.com/contact-us/branch-locator/ Post Us Head Customer Care, Indiabulls Housing Finance Ltd., 422 B, Udyog Vihar Phase IV, Sector-18 Gurugram, Haryana – 122015</p> <p><i>If customer has not got any response in 7 days or not satisfied with response then they can escalate to next level</i></p>
Second Level	<p><i>In case customer's concern has not been addressed at level 1 or satisfactorily response has not been received, then customer may reach IHFL Grievance Redressal via below link</i></p> <p>Write to Us https://www.indiabullshomeloans.com/contact-us/grievance-redressal/ Call Us Grievance help line no. 022-61891043 Visit Us https://www.indiabullshomeloans.com/contact-us/branch-locator/ Post Us Indiabulls Housing Finance Ltd, Grievance Redressal, 422 B, Udyog Vihar Phase IV, Sector-18 Gurugram, Haryana - 122015</p> <p><i>If customer has not got any response in 7 days or not satisfied with response then they can escalate to next level</i></p>
Third Level	<p><i>In case the customer's concern has not been addressed at level 2 or satisfactory response has not been received, then customer may write to IHFL Nodal Officer at below mentioned address-</i></p> <p>Write to Us Mr. Robin Marwaha The General Manager, Nodal Officer, Grievance Redress, Indiabulls Housing Finance limited, 422 B, Udyog Vihar Phase IV, Sector-18 Gurugram, Haryana – 122015 Ph: 0124-6048088</p> <p><i>If customer has not got any response in 7 days or not satisfied with response then can escalate to next level</i></p>
Fourth Level	<p>If the complaint is not redressed satisfactorily within 30 working days, customer may forward the grievance to National Housing Bank by lodging the complaint in online mode at the link https://grids.nhbonline.org.in OR in offline mode by post, in prescribed format available at link https://nhb.org.in/citizencharter/Complaint_form.pdf , to complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, Department of Regulation & Supervision, (Complaint Redressal Cell), 4th Floor Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110003.</p>