

**INDIABULLS HOUSING FINANCE LIMITED**  
**Know Your Customer (KYC) Guidelines (updated up to March 2015)**

**OBJECTIVE**

We, Indiabulls Housing Finance Company (IHFC) being a responsible corporate house is committed to ensure all Statutory as well as Regulatory Guidelines. At the instructions of United Nations Organization, India has adopted Prevention of Anti Money laundering Act (PMLA) Act 2002 read with amended Act 2009. At the instructions of FIU-India, Nation Housing Bank has been issuing detail guidelines & instruction on KYC-PMLA for compliance by all HFC s to the provisions of the above Act. In compliance to above, we IHFL has adopted detail KYC Policy. Adherence to KYC guidelines is also responsibility to all law abiding citizens of the country. Main objective of 'Know Your Customer (KYC) Guidelines' is for IHFL to know/understand its customers and their financial dealings and help the company to manage its risks prudently; It is also to prevent IHFL from being used, intentionally or unintentionally, by criminal elements for money laundering/antinational activities.

IHFL's KYC policy guidelines applicable to our all customers/clients have the following key elements::

- (i) Customer Acceptance Policy;
- (ii) Customer Identification Procedure;
- (iii) KYC- Records Updating Policy

**(i) Customer Acceptance Policy/Procedure (CAP):**

We ensure that all our customers are KYC compliant. Customers are accepted on the basis of submission of certain documents on identity proofs, address proof and other relevant information. It is the responsibility of the customer to submitted complete & true information together with self-attested documents as may be asked for by the Company to facilitate his stated credential. As per latest regulatory guidelines on officially valid documents are accepted as KYC proof. Officially valid document (OVD) is defined to mean any one of the following : the passport, the driving license, the Permanent Account Number (PAN) Card, the Voter's Identity Card issued by Election Commission of India, job card issued by NREGA duly signed by an officer of the State Government, the letter issued by the Unique Identification Authority of India containing details of name, address and Aadhaar (Including E-Aadhaar) number or any other document which may be specified by Government/ Regulator.

**(ii) Customer Identification Policy-Procedure;**

Customers are required to provide following relating documents as per his/her profile, professions, qualification, nature of residence to facilitate Customer Identification process: As per the Customer Acceptance Policy of the Company he/she has to satisfy the following DOCUMENTATION NORMS of IHFL:

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Sourcing of customers	<ul style="list-style-type: none"> <li>• Branch walk-ins</li> <li>• Own sourcing team</li> <li>• Canvassing through authorized agencies of the company</li> </ul> <p>No applications will be entertained except these channels mentioned above. The sourcing channel to adhere the extant FPC's of the company while canvassing for the loan. Applications shall be accepted as per Customer Acceptance Policy of the company.</p>
Application form	<ul style="list-style-type: none"> <li>• Completed application form signed by all applicants.</li> <li>• Sign on photograph should fall across photo and application form.</li> <li>• Declaration for vernacular signature for not signing in English (if applicable)</li> <li>• Self attestation can be done by any of the applicants including KYCs.</li> </ul>
Adherence to KYC & PMLA guidelines in terms of PMLA Act 2002 and as amended vide PMLA ACT 2009	<p>Norms issued by our regulator (NHB) are to be followed as applicable from time to time. NHB -NHB(ND)/DRS/POL-No-13/2006 dated April 10, 2006 and subsequent circulars issued by NHB. Updated vide NHB/ND/DRS/Pol-No. 33/2010-11 dated October 11, 2010 and subsequent</p> <p>Circular issued from time to time.</p>
Adherence to Fair Practice Code of the company	As adopted by the company & applicable to all authorized persons dealing with customers at various stages.
KYC & PMLA guidelines - Photograph	<ul style="list-style-type: none"> <li>• Self attested (by all applicants)</li> </ul>
KYC & PMLA guidelines - Identity proof <i>(any one with photo for individuals).</i>	<p><u>For Individuals:</u></p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Pan Card</li> <li>• Aadhaar Card (including E-Aadhaar)</li> <li>• Driving License</li> <li>• Voters ID Card</li> <li>• Photo Credit Card</li> </ul> <p><u>For Non Individuals:</u></p> <ul style="list-style-type: none"> <li>• Shops &amp; Establishment Certificate</li> <li>• Trade License Certificate</li> <li>• SSI Registration Certificate</li> <li>• Sales Tax/ VAT Registration Certificate</li> <li>• Partnership Deed (for firms) / Memorandum of Association (MOA) for companies</li> <li>• Export-Import Code Certificate</li> <li>• Factory Registration Certificate</li> <li>• Professional qualification Certificate and Degree Certificate for Professionals</li> </ul>

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KYC & PMLA guidelines - Age Proof <i>(any one)</i>	<ul style="list-style-type: none"> <li>• Passport</li> <li>• PAN Card</li> <li>• Driving License</li> <li>• Life Insurance Policy</li> <li>• Birth Certificate (Govt agency)</li> <li>• School Leaving certificate (10th)</li> <li>• Employee ID (only for PSU/Govt. employees)</li> <li>• Domicile Certificate</li> <li>• In case of co-applicant not having valid age/address proof, affidavit can be taken in lieu of age/address proof (under RCM deviation), provided such co-applicant's income is not being considered for loan purpose either directly or indirectly and such co-applicant is being taken on loan only for additional comfort.                Eg. If the co-applicant is a partner in the partnership, whose business/income is being considered for loan, then such co-applicant's valid age/address proof will be required. Same applies where the co-applicant is a shareholder in the company whose business/income is being considered for loan.</li> </ul>
KYC & PMLA guidelines - Residence Address proof <i>(any one)</i>	<p>For Individuals:</p> <ul style="list-style-type: none"> <li>• Passport ( expired passport can be taken for address proof subject to positive FCI)</li> <li>• Driving License</li> <li>• Voters ID card</li> <li>• Letter from a recognized public authority or public servant verifying the identity and residence of the customer to our satisfaction.</li> <li>• Utility bill (any one from latest 3 months from date of application. Can be considered even if &gt;90 days subject to positive FCI and BCM recommendation)</li> <li>• Rent agreement</li> <li>• Nationalized Bank's account statement &amp; pass book</li> <li>• Sale Deed of the property, if owned</li> </ul> <p>For SENP/SEP:</p> <ul style="list-style-type: none"> <li>• Utility bill (any one from latest 3 months from date of application)</li> <li>• Rent agreement</li> <li>• Copy of Sale deed of property, if any</li> <li>• In case of co-applicant not having valid age/address proof, affidavit can be taken in lieu of age/address proof (under L2 deviation), provided such co-applicant's income is not being considered for loan purpose either directly or indirectly and such co-applicant is being taken on loan only for additional comfort.                Eg. If the co-applicant is a partner in the partnership, whose business/income is being considered for loan, then such co-applicant's valid age/address proof will be required. Same applies where the co-applicant is a shareholder in the company whose business/income is being considered for loan.</li> </ul> <p>In case we are getting an address proof (as per KYC norms) of the applicant and the relationship with co applicant is confirmed by any authentic document as passport/ration card/voter card/marriage certificate etc. and is also confirmed by FCI, we do not require a</p>

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	<p>separate address proof of co applicant, if he/she is living at same address and income is not considered.</p> <p>In case the income of a co applicant is considered we have to take an alternate address proof as bank statement / employer certificate etc to support the KYC norms  Address Proof for Salaried Customers ( not as per KYC policy)</p> <p><b>A.)</b> where residence address proof not as described in policy document, deviation to be at BCM level s.t</p> <ul style="list-style-type: none"> <li>• residence address of employee certified by employer on company letterhead</li> <li>• +ve FCI of residence</li> </ul> <p>If residence/office address proof is slightly different from the application form details (e.g. landmark, Sy. No. etc) can be accepted provided house number, street address, locality is matching.</p>
KYC & PMLA guidelines - Constitution documents (as applicable)	<p><u>Pvt Ltd Company/closely Held Public Ltd Company:</u></p> <ul style="list-style-type: none"> <li>• Certificate of Incorporation</li> <li>• MOA &amp; AOA of the company</li> <li>• Form 32</li> <li>• Annual return filed with ROC</li> <li>• List of Directors &amp; Shareholding pattern duly certified by CA</li> </ul> <p><u>Partnership firm/ Proprietorship firm:</u></p> <ul style="list-style-type: none"> <li>• Partnership Deed- certified by all partners that it is the latest deed as on date.</li> <li>• Dissolution Deed- certified by current partners that it is the latest deed as on date.</li> <li>• License issued by the Registering authority like Certificate of Practice issued by ICAI, ICWAI, Institute of Company Secretaries of India, Indian Medical Council, Food and Drug Control Authorities, etc.</li> </ul>

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Income Documents	<p><u>Salaried:</u></p> <table border="1" style="width: 100%;"> <tr> <td>Latest year Form 16</td> </tr> <tr> <td>Latest year ITR with Computation</td> </tr> <tr> <td>Min 2 latest salary slips (min 6 pay-slips ONLY in case variable monthly income to be considered)</td> </tr> <tr> <td>salary certificate/latest increment letter/offer letter where other income of CTC to be considered- IF APPLICABLE</td> </tr> <tr> <td>Min last 5 mths bank statement with min 4 salary credits</td> </tr> <tr> <td>Min last 5 mths bank statement of any other a/c from where any other loan is being serviced OR where rent is being credited</td> </tr> <tr> <td>Pension Certificate, if applicable</td> </tr> </table> <p><u>SENP/SEP:</u></p> <ul style="list-style-type: none"> <li>• Latest two ITRs and Audited Financials both personal and business along with computation of income (E.g. in FY 2007-08, ITR of FY 2004-05 and FY 2005-06 to be taken for all applications received up to 31st Oct 2007 , post 31st Oct 2007, the ITRs &amp; Financials of FY 2006-07 would be required. If the FY 2006-07 financials are not available, CA certified Provisional Financials to be collected.)</li> <li>• 3 years audited financials required for proposals greater than Rs 200 lacs.</li> <li>• Advance Tax Challans/VAT returns if available.</li> </ul> <p>Tax audit report where applicable</p>	Latest year Form 16	Latest year ITR with Computation	Min 2 latest salary slips (min 6 pay-slips ONLY in case variable monthly income to be considered)	salary certificate/latest increment letter/offer letter where other income of CTC to be considered- IF APPLICABLE	Min last 5 mths bank statement with min 4 salary credits	Min last 5 mths bank statement of any other a/c from where any other loan is being serviced OR where rent is being credited	Pension Certificate, if applicable
Latest year Form 16								
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Min last 5 mths bank statement of any other a/c from where any other loan is being serviced OR where rent is being credited								
Pension Certificate, if applicable								
Additional Documentation for Contractual Income-guideline only	<ul style="list-style-type: none"> <li>• Copy of the Contract Order</li> <li>• Form 16 A</li> <li>• Certificate of classification of the Contract</li> </ul>							
Bank Statement	<p><u>Salaried :</u></p> <ul style="list-style-type: none"> <li>• Bank statement required for 6 months with min 5 salary credits.</li> <li>• Required from salary a/c (for cheque salary) or from operating a/c (for cash salary).</li> <li>• Photocopy of front page mentioning name of account holders, account no, bank name, if not computerized</li> <li>• Bank statement required till 1 month prior to log-in.</li> <li>• If any OD/CC/TL/mortgage backed loan is availed/ serviced, we need to document the sanction letter containing property mortgaged in that institution.</li> </ul> <p><u>SENP/ SEP ::</u></p> <ul style="list-style-type: none"> <li>• Photocopies of updated bank statements for the last 6 months - from current a/c of the firm / company</li> <li>• Photocopies of updated bank statements for the last 6 months- from the current a/c and savings a/c of the individual applicants and co-applicant.</li> <li>• If any OD/CC/TL/mortgage backed loan is availed/ serviced, we need to document the sanction letter containing property mortgaged in that institution.</li> </ul>							

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Processing Fee payment	<ul style="list-style-type: none"> <li>• Customer is required to pay a Minimum Processing Fee (notified from time to time) at the time of application which is <u>Non-Refundable</u>.</li> <li>• The Total Processing Fee payable less the initial fee paid by customer is deducted at the time of disbursement by Operations Dept from the disbursal amount &amp; accounted for.</li> <li>• Processing fee cheque is to be from Salary A/c or Operating a/c of business.</li> </ul>
Self attestation & OSV	<ul style="list-style-type: none"> <li>• All KYC documents, Application form, Income documents, Bank statements (First and last page) &amp; Property documents should be self attested. These copies must be verified by the concerned officer with the originals by OSV (Original Seen &amp; Verified). While verifying the documents the concerned employee should put his Signature with Name, Designation &amp; Employee Code on such document.</li> <li>• In case of MNC companies the soft copy of salary slip along with mail from official ID of the company would be accepted. Self attestation not required on hard copy for such cases.</li> </ul>
Signature Verification	<ul style="list-style-type: none"> <li>• Signature Verification is mandatory for all applicants or signatories on behalf of applicants like Partnership firm/Pvt Ltd companies</li> <li>• PF cheque clearance is to be treated as positive Signature Verification. Applicant who has given PF cheque need not submit Signature verification proof separately.</li> <li>• For applicants who have not issued PF cheque, any one of the following to be considered for signature verification: <ul style="list-style-type: none"> <li>- Banker's sign. verification</li> <li>- Passport copy</li> <li>- PAN card</li> <li>- Driving license with photograph &amp; signature.</li> </ul> </li> </ul>

(iii) KYC- Records Updating Policy

In terms NHB instruction circular vide no:- NHB/ND/DRS/Pol-No. 33/2010--11, dated October 11, 2010, it is the responsibility of all customer to comply with KYC guidelines on regular basis continuously. Accordingly, we ask our customers for periodic updating of his customer identification data/records (including photograph/s) after the account is opened. Going forward, customers are required to submit updated KYC documents, address proof etc every two years intervals. Besides, IHFL may ask for submission of additional information/documents any time to verify information submitted by the client or procured by the Company from any source or additional information gathered from the correspondences with the customers.

For existing customers of the company, it is their responsibility to update his address immediately in case of change of recorded address, email id/phone number etc.