

SCHEDULE V
SATIN HOUSING FINANCE LIMITED
MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Name of the Borrower :

Name of the Co-Borrower :

Address :

Loan Account Number :

Application Number :

Major Terms and Conditions of the loan agreed to between Applicant(s)/ Co-applicant(s) (hereinafter individually and/or collectively referred as "the Borrower") and SATIN Housing Finance Limited (hereinafter referred as "the Lender" or "Company") are as under:

- 1. Loan:** The loan amount, rate of interest, tenure etc. are based on various factors such as eligibility, repayment capacity, various risks, track record, cost and market value of the property etc. and hence shall vary for each individual loan and is based on internal policies of the Company. The sanction and disbursement of the Loan is at the sole discretion of the Company.

Loan Details	
Sanctioned loan amount	Rs
Purpose of loan	
Rate of Interest (PLR applied with spread) % variable per annum; ROI is linked to PLR, the rate of interest announced by the Company as its Prime Lending Rate. Current PLR of the Company is and your current spread is, thus the effective rate of interest
Tenure months; subject to change due to change in PLR from time to time as applicable with spread.

- 2. Fee and Other Charges:** The following charges are applicable as on date, and are subject to change from time to time as updated on the website (www.satinhousingfinance.com). The company will not levy the penal charges on the customers. The following are the charges applicable will be based on the prevailing charges at the time of the transaction; Taxes as applicable will be extra.

Fee and Other Charges	
Processing Charges	Rs 5900/- is the maximum Processing Charges. Processing charges are non-refundable. These expenses are incurred by the company towards on-boarding the customer and applicable taxes (as per applicable sanction letter)
Admin & Other Charges	<p>Home Loan: 2.50% of the sanctioned amount plus applicable taxes</p> <p>Loan Against Property (LAP): 3.00% of the sanctioned amount plus applicable taxes</p> <p>These charges are non-refundable once the loan is sanctioned by the company. The charges cover various verifications, due diligence activities, transactional costs, and applicable taxes, as stated in the sanction letter.</p>
Prepayment charges	2% + applicable taxes (except on payments done as per NHB guidelines).
Overdue charges on delayed payments	2% per month of the outstanding dues

Cheque Bouncing Charges	Rs.1000/-
Recovery Agent Charges	Rs.1180/- (Including applicable taxes)
Cheque Replacement/ Swap Charges	Rs.1180/- (Including applicable taxes)
Demand Draft/ Pay Order charges	Rs. 150 per lakh or actual bank charges, whichever is higher
Conversion charges	As applicable, please contact local office
Recovery charges (Legal/ Repossession & Incidental)	As per actual
Non-encumbrance certificate	As per actual expense
Document Retrieval charges	Rs.1180/- (Including applicable taxes)
Foreclosure statement charges	Rs.1180/- (Including applicable taxes)
Foreclosure charges	2% + applicable taxes (except on payments done as per NHB guidelines).
Duplicate Statement/ Certificate	Rs. 1180/- (Including applicable taxes)
Duplicate No Dues certificate	Rs. 1180/- (Including applicable taxes)
Custodian Fee for keeping property documents in closed loans beyond 1 month of closure	Rs. 1180/- (Including applicable taxes) per month
Visit Charges for dues collection	Rs. 1180/- (Including applicable taxes)
CERSAI filing charges	Rs.59/- (Including applicable taxes) for Loans upto Rs. 5.00 lacs (original filing and for modification) Rs.118/- (Including applicable taxes) for Loans of Rs. 5.00 lacs or more (original filing and for modification) Rs. 59/- (Including applicable taxes) for any satisfaction of the original filing

3. **Option customer for enhancement of EMI/tenor/to prepay/switch over to a fixed rate/floating rate:** In case there will be change in PLR rate of the company the borrower can opt for either (i) enhancement in EMI or elongation of tenor or for a combination of both options, (ii) to prepay, either in part or in full, at any point during the tenor of the loan, (iii) switch over Three times to a fixed rate/floating rate during the tenor of the loan.
4. **Security for the Loan:** Security of the loan would be the first equitable/ registered mortgage of the Property that is being financed and/ or any other collateral security. Collateral or interim security could be Fixed Deposits and/ or Life Insurance policies and/ or Guarantee from sound & solvent individuals and/ or pledge of shares and/ or any other such investment that may be acceptable to the Lender.

Security for the Loan	
Property to be mortgaged	(Address of the property)
Name of guarantor/s	
Other security/ies (if any)	

5. **Insurance of the Property/Borrowers:** The Property that is being financed will remain insured for the entire Tenor of the Loan at the Borrower's expense, and shall be assigned in the favour of the company, as detailed below:

Property Insurance	
Name of insurance company	
Address of the property insured	
Purpose and features of insurance (For the property being mortgaged)	The Borrower shall, for so long as any portion of his dues is outstanding/payable to the Lender, fully insure and keep the Property so insured, at his/her/its/their own costs in the joint names of the Borrowers and the Lender, with the name of the Lender recorded as 'the Beneficiary' and such insurance for the Property shall be standard comprehensive package policies covering all comprehensive risks, including but not limited to earthquake, riot, civil commotion, floods and such additional risks/ liability to which the property is normally exposed. In the event of any failure by the Borrower to obtain such insurance policy and/ or to furnish proof of the same to the Lender, the Lender may (but shall not be bound to) insure

	the property at the Borrower's cost. If the Lender pays the insurance premium, or any other monies, for/ towards the insurance of the property, the Borrower shall reimburse all such sums paid by the Lender.
Sum insured	Rs.

Credit Shield	
Name of insurance company	
Name and address of the persons insured	
Purpose and features of insurance (Applies to Life Insurance of the borrower(s) on outstanding loan amount)	The Borrower who has opted for policy may have to undergo a medical test to be organized and facilitated by the insurance provider as applicable. Moreover, the decision on Insurance underwriting in all cases rests exclusively with the insurance provider. Any claim thereof will be at the behest of the Borrower and the insurance provider.
Sum insured	Rs.

Note: Lender may act only as a facilitator for insurance and shall have no liability for any claim under the policies.

- 6. Conditions for disbursement of the Loan/ Installment of the Loan:** The disbursement of the Loan is subject to legal & technical verification of the property and after the Borrower has complied with the requirement of creation of security interest in such manner as required by the Lender and after the Borrower has paid/ invested his own contribution (margin money) in full. For under construction property/ Extension/ Repair/ Renovation, the sanctioned amount will be released in stages depending upon the progress in construction and after ensuring investment of margin money/ construction as per approved Plan and estimates.

Conditions for Disbursement	
Creation of security (Security has to be created of the property to be financed)	The principal sum of the loan, interest and other charges and all other dues shall be secured by creation of the Security Interest as may be considered appropriate by the Lender having the right to decide the place, timing and type of the security including the manner and form of its creation and/or additional security it may require and the Borrower shall create the security accordingly for payment of all the dues of the Borrower. The Security Documents evidencing the Security Interest may be in such manner and form as the Lender may require. All Security Documents to be provided to the Lender in connection with the Loan Amounts and shall remain a continuing security and binding upon the Borrower and (I) shall be in addition to any other security which the Lender may at any time hold in respect of the Borrower's due; and (ii) shall remain available to the Lender until and unless all the accounts between the Borrower and the Lender in respect of the loan are settled.
Submission of approved plans	Approved sanction plan of the property provided as security has to be submitted.
Stages of construction as on date	Ready Built/ Under construction/ Construction to be commenced/ plot
Statutory approvals and other required consent/permissions	The Borrower shall submit to the Lender all evidence to support that all statutory approvals, consents, permissions, etc that are required for the property for availing the loan and for creation security interest, have been obtained, as below. (i) Security documents (ii) Guarantee(s), if applicable

	<p>(iii) Documents confirming subsistence of contract of sale of the Property in favour of the Borrower/s and that security interest can be created in favour of the Lender in the form and manner as suggested by the Lender. If any Security Interest furnished by the Borrower is found to be invalid or unenforceable or if the value of any Asset is incorrect or not proper, then the Borrower shall be directed to furnish additional Security Interest as may be required by the Lender. Notwithstanding above, in the event any Asset is subsequently found to be of inferior value to that as declared by the Borrower in the loan application, the loan may be recalled/ repayment of the loan may be accelerated by the Lender with immediate effect.</p>
Other conditions for disbursement	<p>The Lender shall not disburse the loan to the Borrower unless the conditions mentioned in the Loan sanction letter and Article 4 of Loan Agreement are complied with, to the satisfaction and sole discretion of the Lender, examples are given below:</p> <ul style="list-style-type: none"> • The Borrower must fulfill the Lender's requirement of creditworthiness. • Execution of loan agreement and other required documents. • Submission of post-dated cheques/ECS/ ACH etc. towards repayment of installments. • Creation of security in favour of the Lender. • Insurance cover, as applicable, to be provided. • Utilization of disbursement should be towards acquisition/construction of property or as per the end use specified. • No event of default shall have happened on the Loan. The Events of Defaults are mentioned in Article 14 of the Loan agreement. • No circumstances shall have occurred, which in the opinion of the Lender, may make it improbable/ impossible for the Borrower to fulfill the obligations of Loan Agreement and other standard documents executed by the Borrower for availing the loan.
Disbursement of loans including changes in terms and conditions	<ul style="list-style-type: none"> • Disbursement will be made in accordance with the disbursement schedule given in the Loan Agreement/ Sanction Letter; • The Company will give notice to the borrower in the vernacular language or a language as understood by the borrower of any change in the terms and conditions including disbursement schedule, interest rates, service charges, prepayment charges, other applicable fee / charges etc. The Company will also ensure that changes in interest rates and charges are effected only prospectively. A suitable condition in this regard is also incorporated in the loan agreement. • If the abovementioned change is to the disadvantage of the customer, he / she may within 60 days and without notice close his / her account or switch it without having to pay any extra charges or interest.

	<ul style="list-style-type: none"> • Decision to recall / accelerate payment or performance under the agreement or seeking additional securities, should be in consonance with the loan agreement. • The Company will release all securities on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim the Company may have against borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which the Company is entitled to retain the securities till the relevant claim is settled / paid.
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7. **Repayment of the Loan and Interest :** The Loan is repaid by way of Equated Monthly Installments (EMI), which comprises of both principal and interest component. Repayment commences from the month following the month in which final disbursement of the loan is availed. Pending Final disbursement, simple interest is applicable on the loan disbursed. This interest on the amount disbursed is called Pre-EMI. PreEMI interest is payable from date of each disbursement upto date of commencement of EMI.

Repayment of Loan & Interest	
EMI amount	Rssubject to change due to change in PLR and consequential change in rate of interest mentioned above.
Total number of installments, subject to change due to change in PLR and consequential change in rate of interest mention above.
Repayment Periodicity	
Installment due dates of every month from the month in which EMI is commenced.
Interest rate reset	<p>Any change in rate of interest are updated on Company's website www.satinhousingfinance.com, also change in rate of interest/EMI/PEMI shall be informed to the borrower by way of email/SMS/ letter, etc. at the contact address available with the Lender and last updated by the Borrower.</p> <p>If the Interest rate increases, the interest component will increase and principal amount will decrease, resulting in increase in loan tenure and vice versa when Interest rate decreased. In such cases, EMI will be kept unchanged. However, if the EMI is not sufficient to service Interest payment, Company has a right to increase the EMI in such cases.</p>

8. **Brief procedure for Recovery of overdue:** In the event of default in terms of the Loan Agreement(i.e. if the due amount for the loan account of the Borrower is not paid by the due date or in case of breach of any clause of the agreement), the Borrower would be informed from time to time for payment of his dues outstanding on his loan account, by post/ fax/ telephone/ e-mail/ SMS messaging and/or through third parties appointed for collection purposes to remind, follow-up and collect dues, if the need so arises follow up with a notice to such effect and/ or restructuring/ re-phasing of the loan wherever possible as per regulatory guidelines and/ or enforcement of Securities as per the provisions of SARFAESI Act (if notified by the appropriate authority) and/ or recovery through legal methods.

The Collection methodology includes the following:

- Tele-Calling:** It involves contacting the Borrower over the phone and reminding about the overdue and requesting to pay the arrears at the earliest.
- Field Visit and Collection:** It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of the Lender or by its authorized representative.

- c. **Legal action** shall be taken based on circumstances of each delinquent account, as per policy of the Lender and pursuant to the provision of applicable laws. If the payment remains due for equal to or more than 60 days, a loan recall notice will be sent to the borrower and co-borrower asking them to pay the entire dues within 7 days of receipt of the loan recall notice failing which arbitration proceedings /specific case for recovery of entire dues will be filed against the borrower and co-borrower.

Hence, the Lender shall use a judicious mix of tele-calling, field visit, written communication and legal action to ensure proper and effective collection and recovery of overdue for the different category of delinquent account.

9. **Customer Services:** You may contact us by visiting our offices listed on our website (www.satinhousingfinance.com) or call us or write to us at under mentioned details:

Customer Service	
Visiting hours	10 AM - 4 PM; Monday –Friday
Contact person	Regional Head – CRM
Contact number	1800-120-40-50-60
E-mail ID	contact@satinhousingfinance.com
Timeline for:	
Loan account statement	7 working days
Photocopy of title documents	15 working days
Return of original documents on closure/Transfer of loan	21 working days

10. **Date on which annual outstanding balance statement will be issued:** on request

11. **Grievance Redressal:** In the unlikely event that you are not satisfied with our services, you can register your grievance for redressal of concern.

Grievance Redressal	
First Level	
E-mail ID to lodge the complaint	contact@satinhousingfinance.com
Contact # to lodge the complaint	1800-120-40-50-60
Resolution time	15 working days
Address	Customer Care Department, Plot No.-492, 2nd Floor, B-Wing, Udyog Vihar, Phase-3, Gurugram, Haryana-122016
Second Level	
E-mail ID to lodge the complaint	gro@satinhousingfinance.com
Contact # to lodge the complaint	0124-4346200
Resolution time	21 working days
Address	Grievance Redressal Officer, Plot No.-492, 2nd Floor, B-Wing, Udyog Vihar, Phase-3, Gurugram, Haryana-122016

In case the complainant is dissatisfied with the response received/ or where no response is received, the Complainant may approach the following address: (Complaint form may be downloaded using link:https://nhb.org.in/citizencharter/Complaint_form.pdf)

Complaint Redressal Cell,
Department of Supervision,
National Housing Bank,
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi-110003

Further, NHB has launched Grievance Registration & Information Database System (GRIDS) to facilitate complaint lodging and its status tracking by the complainants lodged with NHB against Housing Finance Companies. Any Customer can type on the Internet Browser <https://grids.nhbonline.org.in> to lodge the complaint.

12. **Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA)**

The classification of SMA/NPA will be done as part of day end process for the relevant calendar date. An account of a borrower will be classified as SMA or/and NPA as per the below illustration:

Illustration :

SMA Sub-categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue
SMA -0	Upto 30 days
SMA – 1	More than 30 days and upto 60 days
SMA – 2	More than 60 days and upto 90 days

If due date of a loan account is March 31, 2021, and full dues are not received before the lending institution runs the day-end process for this date, the date of overdue shall be March 31, 2021. If it continues to remain overdue, then this account shall get tagged as SMA-1 upon running day-end process on April 30, 2021 i.e. upon completion of 30 days of being continuously overdue. Accordingly, the date of SMA-1 classification for that account shall be April 30, 2021.

Similarly, if the account continues to remain overdue, it shall get tagged as SMA-2 upon running day-end process on May 30, 2021 and if continues to remain overdue further, it shall get classified as NPA upon running day-end process on June 29, 2021.

Upgradation of accounts classified as NPA

Loan accounts classified as NPAs may be upgraded as 'standard' asset only if entire arrears of interest and principal are paid by the borrower.

Disclosure: The Company is authorized to disclose from time to time any information relating to the loan to any Credit Bureau (existing or future) approved by Govt of India or any authority as may be required from time to time without any notice to the customer.

It is hereby agreed that for detailed terms and conditions of the loan, the parties hereto shall refer to and rely upon loan agreement and other security documents executed/ to be executed by them. The details contained in this document may be subject to change as per company policy and in line with the terms contained in the Loan Agreement.

The above terms and conditions have been read by the borrower/s/ read over to the borrower by Mr/ Ms of the Company in Borrower(s) vernacular language and have been understood by the Borrower/s.

Signature or thumb impression of the Borrower(s)/ Guarantor(s)

Signature & Name of the authorized person

SATIN Housing Finance Ltd.

- Note: 1. Duplicate copy of the MITC should be handed-over to the borrower/s.
2. Acceptance of MITC to be obtained from the Borrower/s for processing disbursement.