



MOST IMPORTANT TERMS AND CONDITION (MITC)

Major terms and condition of the housing loan agreed to between (the borrower) and Supreme Housing Finance Limited (hereinafter referred as "SHFL" or Company) are as under :

Loan Account Number (LAN): _____

1. Loan Details

S.No.	Particulars	Details
1	Sanctioned Loan Amount	
2	Purpose of Loan	
3	Loan Tenure	
4	Repayment of Loan	Through monthly installments
5	EMI	(Rs.) _____ (Subject to change with a change in SHFL Prime Lending Rate/SHFL Reference Rate, in case of floating rate of interest)
6	Date of Commencement of EMI	
7	Due date of payment of EMI	10th of every month
8	Interest Rate Type	Fixed
9	Interest chargeable	_____ which is SHFL Prime Lending Rate/SHFL Reference Rate +/- %
10	Moratorium,if any	
11	Date of Reset of Interest Rate	
12	Modes of communication of changes in interest rate	Through Letter/email/SMS/call on the registered phone / mobile number/Notice Board / updation on website (www.supremehomeloans.com) / other source of communication

2. Fee and Other Charges

S. No.	Particulars	Details
1	Login Fee	Up to Rs. 5,000/- + GST to be paid with application (Non-Refundable) .
2	Processing Fee	Up to 3.75 % + GST (Home Loans, on the sanctioned value) Up to 3.75 % + GST (Others , on the sanctioned value) to be collected before disbursement or deducted from first disbursement as per request of customer (Non-Refundable)
3	PDD Charges	Up to Rs. 1000+GST
4	CERSAI Fees	<ul style="list-style-type: none"> • Rs. 50/- + applicable taxes for Loans upto Rs. 5.00 lacs (original filling and for modification) • Rs. 100/- + applicable taxes for Loans above Rs. 5.00 lacs (original filling and for modification)
5	Tranch Visit Fees	Upto 250/- + GST (Per Tranch)
6	PDC / ECS/ACH bounce Charges	Rs.600/- + GST for each PDC/ECS/ACH bounce
7	Penal Charges for Late Payment	36% per annum of Outstanding EMI
8	PDC/ECS/ACH Swapping charges	Rs. 1000/- + GST per instance
9	Photocopy of Property Documents	Rs. 2100/- + GST

10	Legal and Technical Verification Charges	Rs. 5000/- + GST (Legal + Technical report)
11	Duplicate Annual Account Statement / Provisional Certificate	Rs. 1100/- + GST
12	Cheque/ECS/ACH/EMI Cycle Change	Rs 1,000/- + GST
13	List of documents Charges (LOD charges)	Rs 2100/- + GST
14	Property Swap Charges	3% of Principal Amount Outstanding + GST or Minimum Rs. 10000 whichever is higher.
15	Statement of Account (additional)	Rs. 1100/- + GST (Free once in a quarter)
16	Each Personal Visit to Customer's Place for Collection of Dues	Rs. 500/- per visit + GST
17	Loan Cancellation Charges	Rs.10,000/- + GST + loss on insurance premium if any
18	Recovery Charges (Legal / Repossession & Incidental)	As per actual
19	Custodian Fee for keeping property documents in closed loans beyond 1 month of closure	Rs. 500/- per month + GST
20	Fee refundable (if loan not sanctioned/disbursed)	The Login Fee and Processing Fee is not refundable
21	Miscellaneous	Borrower is bound to pay the charges i.e., processing fees, insurance charges etc. separately by cheque/cash/UPI to the company prior/at the time of disbursement. If the Borrower is not able to pay these charges upfront, then at the request of the Borrower, the company will deduct the same from the Disbursed loan amount and the borrower agrees to pay the interest on full disbursed amount.

Note:

- Stamp duty, e-filing charges, GST, Fee, Taxes and other statutory dues applicable on the Security documents or Transaction documents may vary depending on the location and will be charged from the borrower in addition to processing fees.

3. Pre Payment/ Foreclosure Charges

Loan Type	Customer Type		
Home Loan	Individual borrower		
	Fixed Rate	Any prepayment made from own sources via own savings account	Nil, subject to acceptable proof for own sources
		Any prepayment through Balance Transfer from other Bank/HFC/NBFC etc.	10%+GST of the principal outstanding on the date of prepayment.
	Floating Rate	Nil	
	Non Individual - borrower		
	Any Prepayment		
10% + GST on all amount prepaid		For Both fixed and Floating Rate	

Loan Type	Customer Type	
Loan Against Property	Individual and Non Individual borrower	
	Full Prepayment	
	10% + GST on all amount prepaid	For Both fixed and Floating Rate

4. Security for the Loan:

S. No.	Particulars	Details
1	Property to be mortgaged	Address of the property:
2	Name of guarantor/s if applicable	
3	Other security/ies (if any)	

5. Insurance of the Property/Borrowers: Non-mandatory

Insurance of the Borrower	Requirement: To Insure and Protect the Life of main income earner among borrowers
	Features: Life Coverage of the Insured person
Insurance of the Property – only construction cost	Requirement: To Insure the “construction cost” of the Property offered as security against the losses occurred due to earthquake, fire, flood, explosion, storm, tempest, etc.
	Features: To indemnify the losses occurred due to earthquake, fire, flood, explosion, storm, tempest. etc.

Cost of the insurance premium shall be borne by the borrower.

Note: SHFL 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:

- Submission of all relevant documents as mentioned by SHFL in the sanction letter / Loan agreement.
- Legal and Technical assessment and clearance of the property.
- Payment of own contribution by the borrower (total cost of flat/house less than the loan amount), as specified in the sanction letter. In case of any alternative arrangement based on a specific product being offered by SHFL, the same shall be informed to and acknowledged by the Borrower.
- The construction is being undertaken as per the approved plan.
- Customer has satisfied himself/herself that required approvals for the project have been obtained by the developer.
- Execution of loan agreement and such other ancillary documents.
- Submission of post dated cheques/ACH etc. towards repayment of installments.
- Creation of security in favour of SHFL.
- Utilisation of disbursement should be towards acquisition/construction of property or as per the end use specified.
- Insurance cover, as applicable, to be provided.
- All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale.
- No circumstances shall have occurred, which in the opinion of SHFL, may make it improbable / impossible for the Borrower to fulfill the obligation of Loan Agreement and other standard documents executed by the Borrower for availing the loan.

For under construction property / Extension/ Repair/ Renovation, the sanctioned amount will be released in TRANCHES depending upon the progress in construction and after ensuring investment of margin money / construction as per approved plan and estimates.

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. Pre-EMI interest is payable every month from the date of each cheque handover upto date of commencement of EMI.

Interest shall be calculated on monthly reducing balance.

Numbers of instalments to be paid are:

PEMIs and EMIs shall be **re-paid** through post-dated Cheques (PDCs) / Automated Clearing House (ACH).

Modes of communication of changes in interest rate: through email / SMS / call on the registered phone / mobile number.

8. Brief procedure for Recovery of overdues:

On the Occurrence of Event of Default as mentioned in the Loan Agreement, the Borrower may be sent reminder from time to time for payment of the outstanding amount on his loan account by post, fax, telephone, e-mail, sms and/or through third parties appointed for collection purposes to remind, follow-up and collect dues. The Collection methodology broadly includes the following:

- a) **Tele-Calling:** It involves contacting the Borrower over the phone and reminding about the overdue amount and requesting to pay the arrears at the earliest.
- b) **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 SHFL or by its authorized representative.
- c) **Legal action** shall be taken based on circumstances of each delinquent account, as per the policy of SHFL and pursuant to the provision of applicable laws.

Hence, SHFL 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 amount for the different category of delinquent account.

9. **Date on which annual outstanding balance statement will be issued** – Within 30 days of the closure of financial year.

10. Customer Services

S. No.	Particulars	Details
1	Visiting hours	10 a.m. - 5 p.m.; Monday -Friday
2	Contact person	Branch Manager /Customer Care officer
3	Contact number	1800 12077778
4	E-mail ID	customercare@supremehomeloans.com
5*	Timeline for:	
	Loan account statement/fore closure letter	Within 15 working days
	Photocopy of title documents	Within 30 working days
	Return of original documents on closure/Transfer of loan	Within 30 days

* For the above mentioned documents customer may contact at the details mentioned below in **Grievance Redressal**.

11. Grievance Redressal:

At SHFL, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

SHFL provides customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step 1

Modes of Raising Complaint: A customer may raise complaint in writing, orally, electronically or over telephone:

Complaint in Person	A complaint book is available at the branches. A customer can obtain it from the branch and record his /her grievances therein.
Call us	Complaints can also be logged at Call Centre on toll free number 180012077778
Email	customercare@supremehomeloans.com
Website	www.supremehomeloans.com
Write to us	2nd Floor, Harsha Bhawan, 13/29, E- Block, Middle Circle, Connaught Place, New Delhi- 110001

The customer is requested to necessarily provide Loan Account Number, Reference no. provided by the Company, details of Feedback/ Suggestion/ Complaint and valid phone no. & e-mail ID while communicating with the Company.

If a complaint is received from customer in writing, the Company shall send an acknowledgement/ response within a week. If more time is required, the Company will inform the customer expected timeline. The acknowledgement shall contain the name & designation of the official who will deal with the grievance.

If the complaint is raised through phone at the Company's designated telephone helpdesk or customer service number, the Company shall provide to the customer a complaint reference number and keep him/her informed of the progress within a week's time.

If more time is required, the Company will inform the customer expected timeline. After examining the matter, the Company will send final response or explain why the company needs more time to respond and shall endeavor to do so within 6 weeks of receipt of complaint and shall inform the customer mechanism to take the complaint further if he/ she is still not satisfied.

Step 2

If the resolution of complaint provided at level 1 does not meet the expectation or response is not received within the stipulated timeframe, such complaints may be escalated to the Grievance Redressal Officer of the Company whose details are as given below:

Neha Bhatia
Compliance Department
Supreme Housing Finance Ltd.
2nd Floor, Harsha Bhawan, 13/29, E- Block, Middle Circle, Connaught Place, New Delhi- 110001
Email Id: compliance@supremehomeloans.com
Phone No. 7428086525

At this level, a complaint is expected to be responded within 7 working days of receipt of complaint.

Step 3

In case, a complaint is not redressed or the customer is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of the National Housing Bank by lodging its complaint in online mode at the link [https://grids.nhbonline.org.in/\(S\(vtggxlcgsh4bmr4raad5axv4\)\)/Complainant/Default](https://grids.nhbonline.org.in/(S(vtggxlcgsh4bmr4raad5axv4))/Complainant/Default) OR in offline/ physical mode by post, in prescribed format available at link <https://www.nhb.org.in/wp-content/uploads/2023/02/complaint-form.pdf> to the following address:

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

The above Grievance Redressal Mechanism shall be prominently displayed at all offices/branches and website of the Company. The Board shall also take necessary steps to ensure compliance of the Fair Practices Code.

Disclosure:

SHFL 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 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(s) 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
Supreme Housing Finance Limited

Place:

Date:

Note: Duplicate copy of the MITC should be handed-over to the borrower(s).