IIFL Home Finance Limited

Most Important Terms and Conditions

The Most Important Terms and Conditions (MITC) of loan between the borrower/s and IIFL Home Finance Limited, having its registered office at IIFL House, Sun Infotech Park, Road No. 16 V Plot No. B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane - 400604 (hereinafter referred to as "IIFL HFL") are agreed upon and mentioned below.

1. 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 are advised to refer to the Loan Agreement to know the loan amount sanctioned.

2. Interest -
   (i) Type (Fixed or Floating or Dual/ Special Rate): IIFL HFL offers only Adjustable Interest Rate (AIR) throughout the tenure of all retail loans.
   (ii) Interest Chargeable - AIR (Adjustable Interest Rate) is computed with reference to the Prime Lending Rate of IIFL HFL together with the margin, if any, as specified in detail in the Loan Agreement. Indicative Rate of Interest under AIR is presented below:

<table>
<thead>
<tr>
<th>Home Loans</th>
<th>Loan &lt;=50 lacs</th>
<th>Loan &gt; 50 lacs</th>
<th>Swaraj</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.0% - 15.25%</td>
<td>7.5% - 17.50%</td>
<td>12.00% - 18.75%</td>
</tr>
<tr>
<td>Home Equity</td>
<td>Residential/LRD</td>
<td>Commercial/Purchase /Resi Plots</td>
<td>Commercial Plots</td>
</tr>
<tr>
<td></td>
<td>12.50% - 15.25%</td>
<td>13.25% - 16.00%</td>
<td>14.00% - 16.75%</td>
</tr>
<tr>
<td>Others</td>
<td>&gt; 15.00%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(ii) Type (Fixed or Floating or Dual/ Special Rate): IIFL HFL offers only Adjustable Interest Rate (AIR) throughout the tenure of all retail loans.

3. Installment Types - Monthly

4. Loan Tenure: IIFL HFL offers a wide range of loan tenures starting from 1 year up to 30 years depending on a combination of various parameters like age of borrower/s, loan product, collateral security etc. Borrower/s are advised to refer to the Loan Agreement to know the loan tenure sanctioned.

5. Purpose of Loan - IIFL HFL offers a variety of loan options depending on the requirement of the borrower/s like Home Loan for Purchase/ Construction/ Renovation/ Purchase of Land or Loan Against Property or Loan for Purchase of commercial property etc. Borrower/s are advised to refer to the Loan Agreement to know the Purpose of loan sanctioned.

6. Fee and Other Charges*

   (i) On application:
   - Processing Fees: Upto 1.75% (Home Loans) Upto 3.0% (others)
   - Collateral Evaluation Charges in HL Non APF: ₹ 50/- +GST (for loans <= ₹ 5 lacs) ₹ 100/- +GST (for loans > ₹ 5 lacs)
   - Transaction/Legal Handling charges in Balance Transfer - only Home Loans: ₹ 3,000/- +GST
   - Collateral Evaluation Charges Non HL <=2 Cr: ₹ 5,000/- +GST
   - Collateral Evaluation Charges Non HL >2 to 5 Cr: ₹ 10,000/- +GST
   - Collateral Evaluation Charges Non HL > 5 Cr: ₹ 25,000/- +GST
   - Collateral Evaluation Charges Project Finance <5Cr: ₹ 15,000/- +GST
   - Collateral Evaluation Charges Project Finance >=5Cr: ₹ 1,00,000/- +GST or actual charges, whichever is higher
   - Collateral Evaluation Charges in P+C transactions: ₹ 5500/- +GST

   (ii) During Term of Loan:
   - Retrieval charges for original property document in IIFL custody (before loan closure): ₹ 2,000/- +GST per instance
   - Cheque/ECS Dishonour Charges: ₹ 500/- +GST per instance
   - Cheque/ECS Swapping charges: ₹ 500/- +GST per instance
   - Charges for Statement Of Account/Amortization Schedule: ₹ 500/- +GST per instance
   - Issuance of FC statement: Nil
   - Custodial Fee for property documents in closed loans: ₹ 500/- +GST per instance
   - Collection Visit Charges: ₹ 500/- +GST per instance
   - Retrieval charges for Copies of loan/copies of property document in IIFL custody: ₹ 500/- +GST per instance
   - Charges for Representation of ECS/Cheque: ₹ 500/- +GST per instance
   - Nil on Representation of ECS/Cheque: ₹ 500/- +GST per instance
   - Nil on Representation of ECS: Nil
   - Customs Fee for property documents in closed loans: ₹ 500/- +GST per instance
   - Cheque/ECS Swapping charges: ₹ 500/- +GST per instance

Contd...2
### 2) On Foreclosure:

<table>
<thead>
<tr>
<th>Loan Type</th>
<th>Customer Type</th>
<th>Full Prepayment</th>
<th>Part Prepayment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Loan / Others</td>
<td>Individual</td>
<td>Nil ** * If the ROI is under &quot;Mixed Scheme&quot; then the prepayment charges shall be applicable (equivalent to charges for non-individual) during Fixed loan term if the loan is not foreclosed from borrower's own source**</td>
<td>Nil * * If the ROI is under &quot;Mixed Scheme&quot; then the charges on part/ partial payment shall be applicable (equivalent to charges for non-individual) during Fixed loan term if the funds are not paid from borrower's own source**</td>
</tr>
<tr>
<td>Home Loan / Others</td>
<td>Non Individual</td>
<td>Within 1st year of first Disbursement - 5% of any amount prepaid After one year of First Disbursement t - 3% of any amount pre paid</td>
<td>Within one year of first Disbursement - 5% of any amount prepaid After 1st year of first Disbursement - 1% of any amount pre paid</td>
</tr>
</tbody>
</table>

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*All fees/charges are subject to applicable taxes.

*Stamp duty, e-filing charges, and other statutory dues applicable on the Security/Transaction documents may vary depending on locations and payable by borrower/s in addition to processing fees.

*The above mentioned charges/fees are as on date of the Loan Agreement and are subject to change from time to time. For latest updated details of applicable fee and other charges, please refer to the Company’s official website: http://www.iiflhomeloans.com/ResourceCenter/ScheduleofCharges.aspx.

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7. **Security/ Collateral for the Loan:** Security of the loan would generally be security interest on the property being financed and / or any other additional security in the nature of additional property/ Guarantors as may be mandated by IIFL HFL. Borrower/s is/are advised to refer the Loan Agreement and Sanction Letter to know the security details of the Loan sanctioned.

8. **Insurance of the property / Borrowers:**
   
   (i) The Borrower/s shall keep the property under security insured with Comprehensive Insurance Policy equivalent to the loan outstanding at any point of time during the pendency of the loan with IIFL HFL as the sole beneficiary under said policy / policies.

   (ii) 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 IIFL HFL as the sole beneficiary under said policy / policies.

9. **Conditions for Disbursement of the Loan:**
   
   IIFL HFL 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 IIFL HFL. Few of which are as given below:

   • The Borrower must fulfill the IIFL HFL's requirement of credit worthiness.
   • Execution of loan agreement and such other ancillary documents
   • Submission of cheques/ECS/ACH/ etc. any other clearing system in force for the time being towards repayment of instalments
   • Creation of security in favour of IIFL HFL.
   • 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.

10. **Repayment of Loan & Interest:** Repayment of loan to be by way of pre-EMI/EMI during the entire tenure of the loan as per terms outlined in the Loan Agreement. Borrower is advised to refer to the Loan Agreement for details of repayment in Equated Monthly Installments (EMI/Pre-EMI) or other payments, EMI cycle, due dates etc. Any change in the AIR/EMI would be communicated in advance as per clause 2(V) above of MITC.

11. **Brief procedure to be followed for Recovery of Overdues:** On the occurrence of Event of Default as mentioned in the Loan Agreement, the Borrower to be sent reminder from time to time 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:

   a. **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.

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b. Field Collection: It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of IIFL HFL 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.

c. Legal action: shall be taken based on circumstances of each delinquent account, as per the policy of IIFL HFL and pursuant to the provision of applicable laws. IIFL HFL 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.


13. Customer Services:

a) Borrower can visit the Service Branch during visiting hours of 10:00 am – 4:30 pm from Monday to Friday (Except Public Holidays).

b) Borrower can contact our call centre at 18602673000 (helpline) between 9:30 am – 6 pm from Monday to Friday (Except Public Holidays).

c) Borrower can reach to Customer Service vide-e-mail: https://www.iifl.com/contact-us/home-loan/raise-a-request

d) Indicative Timelines of common request servicing:
   i. Loan account statement – 7 working days from date of request
   ii. Photocopy of the title documents – 7 working days from date of request
   iii. Return of original documents on closure/transfer of loan – 15 working days from date of request
   iv. Foreclosure not accepted in last week of the month

14. Grievance Redressal: For any service related issue including obtaining documents or in case of any complaint/grievance, the Borrower may communicate in writing, orally, electronically through e-mail, website, telephone and modes given below. The Borrower may contact our Office through any of the following channels:

   • By telephonic communication with our call centre at 18602673000 (helpline) b/w 9:30 am – 6 pm from Monday to Friday (Except Public Holidays).

   • By way of online request - https://www.iifl.com/contact-us/home-loan/raise-a-request

   • By way of written letter addressed to Customer Service - Home Loans, IIFL Home Finance Ltd, IIFL House, Sun Infotech Park, Road No. 16V, Plot No.B-23, Thane Industrial Area, Wagale Estate, Thane – 400604

   • By way of physically visiting the Service Branch and lodge a complaint in the Complaint Register maintained at our branches

In case the response is unsatisfactory or no response is received from above mentioned sources, the complaint may be escalated to: Grievance Redressal Officer at GRO@iifl.com, IIFL Tower, 98, Udyog Vihar, Phase-IV, Gurgaon, Haryana - 122015

Borrower can further escalate the complaint to: Nodal Officer: NO@iifl.com, IIFL Tower, 98, Udyog Vihar, Phase-IV, Gurgaon, Haryana - 122015

In case the complaintant is dissatisfied with the response received from IIFL HFL or where no response is received, the Complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in online mode at the link https://grids.nhbonline.org.in OR in offline mode by post, in prescribed format, available at link to Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110003

It is hereby agreed that for detail terms and conditions of the Loan, the parties hereto shall refer to and rely upon the loan and other security documents executed / to be executed by them.

The above terms and conditions have been read by the borrower/s / read over to the borrower, understood and agreed upon borrower/s.