

MOST IMPORTANT TERMS AND CONDITIONS

Major Terms and Conditions of the housing loan agreed to between (Borrower(s) name) and **New Habitat Housing Finance & Development Ltd. (NHHFDL)** are as under:

Dear Customer

Date:

Thank you for your decision to avail loan facility with NHHFDL. We hereby confirm our acceptance to extend the facility on terms referred herein.

PARTICULARS OF THE LOAN:

1	Application No./ LAN No.	
2	Loan Amount (Rs.)	
3	Loan Type Other:)	a. Home Loan b. Land Loan c. Loan cum construction Loan d. Home Equity f. Others.....(Please specify)
4	Rate Type	a Fixed b. Adjustable Rate Home Loan (ARHL) Rate c. Others
5	Rate of Interest	<p>For a. Fixed Rate of Interest</p> <p>(i) The Applicant/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at _____ % per annum plus applicable taxes/ statutory levy on the dates mentioned below.</p> <p>(ii) The Applicant/s shall pay PEMI at _____ % per annum plus applicable taxes/ statutory levy until commencement of the EMI. Such PEMI will be calculated from the date of respective disbursement(s) and shall be payable on the dates mentioned below.</p> <p>For b. Adjustable Home Loan Rate (ARHL) of Interest :</p> <p>(i) Retail Prime Lending Rate (RPLR) = _____ % per annum as on date.</p> <p>(ii) The Applicant/s will pay Adjustable Home Loan Rate (ARHL) Interest of _____ % per annum (i.e. RPLR + margin of _____ %) plus applicable interest tax or other statutory levies.</p> <p>(iii) The Applicant/s shall pay PEMI at _____ % per annum until commencement of the EMI payable on the dates mentioned below plus applicable interest tax or other statutory levies</p> <p>(iv) Reset Period: Every three months from the date of first disbursement</p>
6	Tenure/Total No. of EMIs	_____ months/ _____ EMIs (Subject to change with a change in Base Rate, in cases of Floating / Adjustable Rate of Interest).

REPAYMENT OF THE LOAN & INTEREST:

1	EMI (Rs.)	Rs. _____ (Subject to change with a change in RPLR, in cases of Floating / Adjustable Rate of Interest)
3	Due Date for payment of first EMI	

INSURANCE OF THE PROPERTY AND THE BORROWER(S):

1	Insurance of the Borrower	Premium _____ Features Life cover for the Outstanding Loan Amount as per Policy availed by the borrower
2	Insurance of the property	Premium _____ Features Property cover against any damage as per Fire Insurance Policy availed by the borrower

FEES AND OTHER CHARGES:

1	Processing/Admin Fees - Non - Refundable	_____ % plus applicable taxes and/or other statutory levies.
2	Cancellation Charges / Fees	Rs. _____ /- or _____ % of the cancelled amount of the Facility plus applicable taxes and / or other statutory levies
3	Cheque dishonor Charges	Rs. _____ /- or such other amount as may be specified by NHHFDL from time to time plus applicable taxes and other statutory levies
4	Document Retrieval Charges	Rs. _____ /- plus applicable taxes and/or other statutory levies
5	Prepayment Charges :	
i	Home Loan at Adjustable Rate	Rs. NIL
ii	Other Loan	_____ % of amount prepaid plus applicable taxes and/or other statutory levies
6	Part Payment Fees	_____ % of amount prepaid plus applicable taxes and/or other statutory levies
7	Cheque / Repayment Mode swap charges	As may be informed by NHHFDL to the Applicant(s)
8	Cheque Representation Charges	Rs. _____ /- Plus applicable taxes / statutory levy
9	Statement of Account Charges	
10	Late Payment Penalty	3% per month, Compound for no. of days delayed in EMI payment.

SECURITY FOR THE LOAN:

Mortgage of Below mentioned property in Favour of NHHFDL

Property Mortgaged:

Other Security:

Detail of Guarantor(s):

CONDITION FOR THE DISBURSEMENT OF LOAN:

The Loan is subject to satisfactory compliance of all terms and conditions as stipulated in the legal opinion report, technical verification report of the property, sanction letter and other term and conditions as applicable, to be funded by NHHFDL.

Any Special Condition: As per the Loan offer letter

PROCEDURE FOR INTIMATION OF THE CHANGES IN RATE OF INTEREST / EMI

In event of any change in rate of interest /EMI, NHHFDL will communicate the same to you through letter at the last known address as updated in our records, within 15 days of subsequent quarter.

Note: Service Tax & other govt. taxes, levies, etc. applicable as per prevailing rate will be charges over and above these charges.

I/we acknowledge that:

- 1 I / We have not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my / our application form.
- 2 All other terms and condition of the contract will be as per our loan agreement signed by you.
- 3 This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.
- 4 Company may withdraw this offer, if any information/document provided by you seems doubtful.
- 5 Please read our agreement carefully for executing the same, our executive will help you in understanding/ clarifying any clause if you required.

PROCEDURE OF RECOVERY OF OVERDUES ARE AS FOLLOWS:

Governed by the terms and conditions of the loan agreement

CUSTOMER SERVICES:

For any assistance/queries, you can visit our office or contact us @ between 9:30 AM to 6:00 PM. You can also write to us at

You can collect the following documents by visiting our branch, timelines are mentioned for the same:

Loan Account Statement	Within 7 working days
Photocopy of the title documents	Within 14 working days
Return of Original document on closure of the loan	Within 21 working days

CUSTOMER GRIEVANCE MECHANISM

New Habitat Housing Finance & Development Limited (NHHFDL), we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step1:

Please visit to the nearest New Habitat Housing Finance & Development Limited (NHHFDL), Branch and submit your complaints/grievance get your complaint logged in the "Complaint & Grievance Register" maintained at the branches (During the working hours from 9:30 A.M to 6:00 P.M) We will respond to your complaint within 15 working days.

Step 2:

If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail, fax or call to the Nodal Officer of the company:-

Mr. Vivek Krishan
607-608, 6th Floor, DLF Tower, Shivaji Marg,
Moti Nagar, Delhi-110015
E-Mail ID: vivek.krishan@newhabitat.in
Office: +91 120 4180500 Extn. 1611
Mob:+91 9654841478

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:

National Housing Bank,
Department of Regulation and Supervision,
(Complaint Redressal Cell)
4th Floor, Core- 5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003

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 by Shri/Smt./Km. _____ of the company and have been understood by the borrower/s.

Signature of Borrower(s) along with full Name :_

Development Limited)

Signature & Name of the Authorized Representative:
(New Habitat Housing Finance &

Date: