

## Customer Service Information:

Updated Upto **14/12/2018**

### ➤ Rate of Interest on Loans

Rate of Interest on Loans	Rate % p.a.
Housing Loans	Floating @ 10.50% p.a. onwards * Fixed @ 16.50% p.a. onwards *
Non-Housing Loans	10.50% p.a. onwards *
* Terms & Conditions applied Current RPLR is 11.5%	

### ➤ Fees and Charges

Name of Fees and Charges	When Payable	Amount in Rupees
<b>Processing Fee</b>	On Receiving Sanction Letter	1% - 3.5% of sanction amount subject to min. Rs 1000/-
<b>Document Fee</b>	On Receiving Sanction Letter	Rs. 1000
<b>Delayed Payment Charges</b>	On Delayed instalments	24% p.a. on the instalment due
<b>Cheque Bounce charges</b>	On Cheque Dishonour	Rs. 500
<b>Document Retrieval Charges</b>	On Request	Rs. 500
<b>Cheque Cancellation &amp; re-issue charges</b>	On occurrence	Rs. 500
<b>DD/ Pay order issuance charges</b>	On occurrence	Rs. 150
<b>Reissuance of amortization schedule</b>	On Request	Rs. 100
<b>Reissuance of Statement of Account</b>	On Request	Rs. 250
<b>Final Pre-closure statement charges</b>	On Request	Rs. 250
<b>Duplicate No objection certificate</b>	On Request	Rs. 100