

## THE MOST IMPORTANT TERMS AND CONDITIONS (MITC)

The Most Important Terms and Conditions (MITC) of the loan between the Borrower/s and Mahindra Rural Housing Finance Limited (MRHFL), are mentioned below and are to be read and understood in conjunction with the terms contained in the Sanction letter and the Loan Agreement and other documents which you have executed with MRHFL. The MITCs mentioned here are merely indicative and not exhaustive:

### 1. Loan

We fund up to 90% of the property cost subject to eligibility criteria and other norms of MRHFL.

### 2. Rate of Interest and Fees & Other Charges

MRHFL offers Loans at Fixed or Floating rate.

- **Fixed Rate:** Interest on the loan is charged at the prevailing fixed rate of interest.
- **Floating Rate:** Under this option rate of interest is linked to MRHFL Retail Prime Lending Rate (RPLR).
  - MRHFL RPLR may change increase or decrease depending on the prevailing interest rate in the market.
  - In case there is a change in the Rate of Interest same will be communicated to the customer via letter and same will be updated on our website [www.mahindrahomefinance.com](http://www.mahindrahomefinance.com)

For Rate of Interest and Fees & Other Charges [Click here](#)

### 3. Installment Types and Repayment of Loan & Interest

- Based on your profile, occupation and other eligibility norms, the loan can be repaid in monthly, quarterly or half yearly equated installments by way of EMI/ EQI/ EHI comprising of principal and interest.
- Pre installment interest would be payable during the period after you take your first disbursement and before the commencement of your Equated Installment. Pre EMI interest would be charged at the same rate at which EMI is calculated and would be payable every month on the amount of loan disbursed.
- Repayment commences from the month following the month in which the final disbursement of the loan is availed.
- Amount of Installments, Number of installments & due date will be specified in the Sanction letter & Loan Agreement.
- Repayment of the loan can be made by ACH or cash/cheque/demand draft at any of MRHFL offices. MRHFL at its sole discretion stipulates on a case to case basis that repayment will be accepted through cheque/ACH. MRHFL also accepts postdated cheques for repayment.
- Any change in the Rate of interest & installment amount will be intimated in advance to the customer by letter

### 4. Loan Tenure

MRHFL offers loans for a maximum period of 25 years subject to the credit assessment & policy of the Company.

## **5. Purpose of Loan**

MRHFL provides Home Loans for:

- Construction of Dwelling Units - Mahindra Home Finance brings to you the joy of self-constructing the house of your dreams on a plot of land you own.
- Purchase of Dwelling Units - Avail our services for purchasing ready or under construction house/flat.
- Improvement/ Renovation of Existing dwelling Units - Renovate your home just the way you want and let us take care of the finances for you.
- Extension of existing dwelling units - Build a room, cover up an open space or add another floor for your comfort with our Home extension loans.
- Non-Housing Loan – Additional housing loan to existing customers for marriage, medical expenses & education. Loan against property to existing customers for lawful purposes such as marriage, medical expenses & education.

## **6. Security / Collateral for the Loan**

Security will be created against the property being mortgaged with MRHFL. Guarantors may be asked depending on the discretion exercised by MRHFL. Other Security in the form of collaterals may be taken depending upon the discretion of MRHFL.

## **7. Insurance of the Property /Borrowers**

MRHFL always recommends borrowers to have the following risk coverage through appropriate Insurance through the loan tenure.

- Life insurance of the key person
- Fire insurance of house property being financed
  - An amount not less than the cost of the property
  - For a minimum period equivalent to the tenure of the loan.

Borrowers may arrange the Insurance on their own or request MRHFL to arrange for the Insurance at a subsidized rate for the convenience of the Borrower.

## **8. Condition for Disbursement of the Loan**

- As per the conditions mentioned in Sanction Letter and Loan Agreement.
- Subject to Legal, Technical & Credit clearance.
- Submission of all relevant documents as mentioned by MRHFL in the sanction letter / Loan Agreement.
- Payment of own contribution by the Borrower (total cost of flat / house less the loan amount), as specified in the sanction letter. In case of any alternative arrangement based on a specific product being offered by MRHFL the same shall be informed to and acknowledged by the Borrower.
- The construction is being undertaken as per the approved plans.
- Undertaking by the customer to regularly provide MRHFL information, including details regarding progress/delay in construction, any major damage to the property, changes in employment/ contact details, non-payment of taxes pertaining to property, etc.
- The customer has satisfied himself/herself that required approvals for the project have been obtained by the developer
- All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale

**9. Brief procedure to be followed for recovery of overdue**

In case of default in payment of due installment, the following can be done:

- Tele-calling & field visits conducted by MRHFL staff
- Reminder letters will be sent to customers
- Personal visits along with the collection team will be conducted at the residence / any other place of communications
- Legal action will be initiated.
- In the event of default and breaches of events as mentioned Loan agreement, MRHFL reserves the right to recall the advance or enforce the security or institute, legal proceedings and all such necessary processes/ measures to recover the amount due.

**10. Date on which the annual Outstanding Balance Statement will be issued**

Statement of account will be provided to the customer on request & outstanding balance amount will be provided to the customer via SMS.

**11. Customer Service**

- Visiting Hours of the Office: Mon-Sat: 10.00 a.m. to 6.00 p.m. Closed on Public Holiday & Sunday
- Details of the Person to be contacted for Customer Service: Team Leader or Credit Officer of the branch.
- Timelines for different types of services:

Type of Service	Service Turnaround Time
Loan Account Statement	3 working days from the date of application
Loan amortization schedule	3 working days from the date of application
Income tax certificate	3 working days from the date of application
List of original property documents	15 working days from the date of application and payment of requisite fee
Photocopy of original property documents	15 working days from the date of application and payment of requisite fee
Loan pre-closure statement	3 working days from the date of application and payment of requisite fee
NOC after closure of Loan	21 working days from the date of payment clearance.
Handover of documents (after payment amount realization and loan closure)	21 working days from the date of NOC

**12. Grievance Redressal**

The customer may raise his complaint in writing, orally or over the telephone. For details [Click here](#)

**Note :-** MRHFL retains the right to alter any charges or fees from time to time or to introduce any new charges or fees as it may deem appropriate with due intimation to the borrower.