

Customer Service Information:

Updated Upto 28.12.2023

➤ Rate of Interest on Loans:

Customer/Loan Type*	Rate of Interest**(% p.a.)
Bank Salaried	Starting from 8.50%
Self Employed	Starting from 9.00%
Cash Salaried	Starting from 12.50%
Agriculturist	Starting from 14.50%
Non-Housing Loan	Starting from 8.50%

*Terms and Conditions Applied.

Current PLR is 12.50%

**ROI starting from pertains to floating interest rate. Final Interest rate will vary from customer to customer and will be determined by a number of factors: No. of applicants, CIBIL Score, Availability of Guarantors, Marketability of Property, Loan Amount, LTV, FOIR, Annual Household Income etc.

➤ Fees and Charges:

Name of Fees and Charges	When Payable	Amount in Rupees
Processing Fee	On Receiving Sanction Letter	1% to 3.5% of sanction amount subject to a minimum of INR 1000/-; Not refundable in case of rejection of the loan application.
Document Fee	On Receiving Sanction Letter	Upto INR 1500
Penal Charges	On Delayed instalments	2% p.m. on the instalment overdue
Instrument Bounce Charges	On Instrument Bounce	Upto INR 500
Document Retrieval Charges	On Request	Upto INR 500
Cheque Cancellation & re-issue charges	On occurrence	Upto INR 500
DD/ Pay order issuance charges	On occurrence	Upto INR 150
Reissuance of amortization schedule	On Request	Upto INR 100
Reissuance of Statement of Account	On Request	Upto INR 250
Final Pre-closure statement charges	On Request	Upto INR 250
Duplicate No objection certificate	On Request	Upto INR 100
Part payment / Prepayment Charges	On occurrence	For Floating rate loans sanctioned for business purpose to individuals - 4%. For Fixed rate loans repaid through means other than "Own Source" - 3%. Charges would be levied on full or part principal outstanding being pre-paid
Conversion charges for switching from floating to fixed interest and vice-versa	On Request	3% of Principal Outstanding (POS) or Rs. 10,000/- Whichever is higher. Facility to be offered only after completion of 3 years after full disbursement. Facility can be availed maximum twice during the contract tenure.

MRHFL will require a processing time of approximately 90 working days from the date of receipt of the application subject to submission of all documents as required by MRHFL.