

THE MOST IMPORTANT TERMS AND CONDITIONS (MITC)

The Most Important Terms and Conditions (MITC) of the loan between the Borrower/s Mr. / Mrs. and Muthoot Homefin (India) Ltd., hereinafter called "MHIL" are mentioned below . .

1. Loan Details

a.	Application Form No.									
b.	Purpose of Loan									
c.	Sanctioned Loan Amount Not Exceeding	& (&Please see para 6 below)								
		Months including/excluding* Moratorium period. (*Strike off which ever is not applicable)								
d.	Moratorium (if applicable)	Months. /Not Applicable								
e.	Rate of Interest - Type	<table border="1"> <thead> <tr> <th>Type</th> <th>Reset Condition</th> </tr> </thead> <tbody> <tr> <td>Semi fixed</td> <td>Under Semi Fixed, the interest rate is fixed for the first 36 months of the loan tenure. The rate type for the subsequent period will be determined based on confirmation received from the borrower. If no written confirmation is received from the borrower, the loan will automatically convert to a Semi-Fixed rate for the subsequent 36-month period. This conversion logic will be applied sequentially until the end of the loan tenure.</td> </tr> <tr> <td>Floating</td> <td>Change in the reference rate</td> </tr> <tr> <td>Fixed</td> <td>For entire tenure of the loan.</td> </tr> </tbody> </table>	Type	Reset Condition	Semi fixed	Under Semi Fixed, the interest rate is fixed for the first 36 months of the loan tenure. The rate type for the subsequent period will be determined based on confirmation received from the borrower. If no written confirmation is received from the borrower, the loan will automatically convert to a Semi-Fixed rate for the subsequent 36-month period. This conversion logic will be applied sequentially until the end of the loan tenure.	Floating	Change in the reference rate	Fixed	For entire tenure of the loan.
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Floating	Change in the reference rate									
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f.	Reference rate or calculation of applicable rate of interest	MHIL Retail Prime Lending Rate (RPLR). RPLR is subject to change as per the market conditions.								
g.	Present rate of interest	MHIL Retail Prime Lending Rate (RPLR)p.a.+(mark-up)/- (mark-down) %p.a. = %p.a. This rate will change as per the provisions listed as above.								
h.	Modes of communication of changes in Interest rate	Through SMS / Letter / Registered post / MHIL website- www.muthoothomefin.com								
i.	Interest will be calculated on	Daily outstanding loan balance in the Home Loan account. This may include unpaid charges, overdue principal and overdue interest, if any, in addition to the outstanding principal loan amount.								
j.	Interest application Frequency	Monthly								
k.	Repayment									
l.	Interest servicing during the moratorium period	Borrowers will pay interest applied on the part-principal disbursed during the moratorium period. This is called Pre-EMI interest (PEMI). This needs to pay as per the terms mentioned at para (6) below .								
m.	Loan repayment moratorium period	Equated Monthly Instalment (EMI) ⁵ of Rs.per month till repayment of all the dues including principal, interest, charges and penalties wherever applicable. \$ Please see para (6) below.								
n.	Subsidy	Subsidy, if any, received for the loan will be used as per the terms and Conditions applicable to the subsidy. Borrowers should advise MHIL if they receive any subsidy directly without MHIL's knowledge.								
o.	Insurance	Since insurance transfers the risk on account of losses arising out of the events covered by the insurer, borrowers are advised to consider availing cover for life and property during the tenure of the loan. Life insurance will commence after completion of necessary formalities, which may take up to 7 working days post disbursement , under normal circumstances								
p.	Guarantee, if any.									
q.	APR (Annual percentage rate)									

2. **End use of the funds:** The loan amount should be used by the borrower exclusively for the purpose mentioned above. Use of funds for purposes other than above would be treated as a case of diversion of funds and would attract penalty and the penal action including reporting to The National Housing Bank / Credit Bureau / RBI. Similar action will be taken in the case of use of property acquired through this loan for purpose other than the one mentioned above.
3. **Fee and Charges:** Fees and charges will be applied as per the undernoted schedule. The charges are non-refundable in nature.

Table 1: Schedule of fees and charges

SR No	Name of the product or service	Name of Fee / Charge Levied	When payable	Frequency	Amount in Rupees
1	Administrative Fees towards Housing & Non-Housing Loans.	Administrative Fees upto 3.5% of Loan amount.	At the time of Loan Application Rs.5000 +GST Balance fees at the time of IPD booking from borrower or to be deducted from Disbursement.	Once	At the time of Loan Application Rs.5000 +GST Balance fees at the time of IPD booking from borrower or to be deducted from Disbursement.
2	Charges for Top up/ Home Equity / Non Residential property loans	Administrative Fees	At the time of first disbursement	Once	2.5% of the Loan Amount or Rs 6000 whichever is higher + Applicable Taxes minus administrative fees paid.
3	Delay payment charges	Penal charges	On Accrual	Monthly	A maximum of 24.00% p.a. on the defaulted sum
4	Expenses to cover cost	Incidental charges	On incurring expenses	Once	Incidental charges and expenses are levied to cover the cost, charges.
5	Statutory Charges	CERSAI		Once	As per charges levied by CERSAI
6	Statutory Charges	CERSAI Dedupe Charges		Once	As per charges levied by CERSAI
7	Statutory Charges	Delay in CERSAI Charge Creation- Charge creation in CERSAI portal after 30 days from the date of disbursement due to non-compliance from the Borrower	From 31 days to 40 days of Post Disbursement	Once	Twice the amount of normal applicable fee . e.g. If the applicable fee is Rs. 100/- then the penal charge of Rs.100 will be recovered in addition to the normal applicable fee.
8	Statutory Charges	Delay in CERSAI Charge Creation- Charge creation in CERSAI portal after 30 days from the date of disbursement due to non-compliance from the Borrower	From 41 days to 50 days of Post Disbursement	Once	Five times of the amount of normal applicable fee e.g. If the applicable fee is Rs. 100/- then applicable fee will be Rs. 500/-.
9	Statutory Charges	Delay in CERSAI Charge Creation- Charge creation in CERSAI portal after 30 days from the date of disbursement due to non-compliance from the Borrower	From 51 days to 60 days of Post Disbursement	Once	Ten times of the amount of applicable fee E.g. If the applicable fee is Rs. 100/- then applicable fee will be Rs. 1000/-.
10	Statutory Charges	Stamp Duty / MOD	On fixing of Disbursement	Once	As applicable in respective states

		/ MOE			
11	Switch to Lower Rate in Variable rate Loans (Housing/Extension/Im improvement)	Conversion Fees	On Conversion	On every spread change	0.50% of the principle outstanding and undisbursed amount (if any) at the time of conversion
12	Switching to Variable Rate Loan from Fixed Rate Loan and vice versa (Housing / Extension / Improvement)	Conversion Fees	On Conversion	Once	0.50% of the principle outstanding and undisbursed amount (if any) at the time of conversion
13	Re-appraisal Charges	Re-appraisal Charges	At Request	On Every Request	Rs. 2500 + Applicable Taxes
14	Property Swap	Legal & Technical Charges	At Request	On Every Request	Rs. 5000 + Applicable Taxes
15	Cheque /ECS Dishonour Charge	Misc. Receipts	On Cheque Dishonour	Depends on no. Of dishonour	Rs. 600/- + Applicable Taxes per dishonour
16	Collection Pick up Charges in Cheque Bounce/Overdue cases.	Misc. Receipts	As Required	Every Visit	Rs. 250/-+ Applicable Taxes per Visit
17	Technical Visit Charges in Partly Disbursement Cases	Misc. Receipts	As Required	Every subsequent Visit	Rs. 750/-+ Applicable Taxes per Visit
18	Demand Draft Making Charges.	Misc. Receipts	Event	On every request	As actual
19	Photo Copy of Documents / Property documents	Miscellaneous Receipts	Event	On every request	Rs. 500 + Applicable Taxes
20	Documents Retrieval charges / fee	Miscellaneous Receipts	Event	On every request	Rs. 500 + Applicable Taxes
21	Fees on account of External Opinion	Miscellaneous Receipts	On incurring expenses		As per actual
22	List of documents	Miscellaneous Receipts	Event	On every request	Rs. 500 + Applicable Taxes
23	PDC / ECS/NACH swap	Miscellaneous Receipts	Event	On every request	Rs. 500 + Applicable Taxes
24	Increase/ decrease in loan term OR Request for change in EMI amount	Processing fees	At Request	Once	Rs. 500 + Applicable Taxes In case of ROI change, the borrower will have the option for increasing the tenure or enhancement of EMI or both. If the borrower does not confirm their choice to MHIL, MHIL by default will increase the tenure up to the eligible period. If the elongation of tenure does not result in full recovery of the loan, then the EMI will be increased proportionally.
25.	Fees for Foreclosure Letter	Foreclosure Letter Charges	At the time of request	Once	Rs.500 + Applicable Taxes

26.	Fees for Statement of A/c. (SOA)	Statement of A/c. Charges	At request	Once in quarter	Nil Rs.500 + Applicable Taxes																																
27.	Custodial fees for property documents in loan closed cases post 30 days from Loan closure Date	Document Custodial Fee	Event	Once	Rs. 500 + Rs. 50 per month exceeding Two months after the Loan Closure Date + Applicable Taxes																																
28.	Part Prepayment /foreclosure charges on Loan	Part Prepayment /foreclosure charges	1. Foreclosure / Part prepayment within 12 months of disbursement 2. Foreclosure / Part prepayment after 12 months and within 36 months of disbursement 3. Foreclosure / Part prepayment after 36 months of disbursement.	Once	<table border="1"> <thead> <tr> <th colspan="4">Foreclosure / Prepayment Charges for Loans Sanctioned On and After 01st Jan'26</th> </tr> <tr> <th>Type</th> <th>Rate</th> <th>Payment Type</th> <th>Prepayment Charges</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Housing Loan</td> <td>Fixed Rate</td> <td>Through any source - Loan sanction on and after 1st Jan'2026</td> <td>- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %</td> </tr> <tr> <td>Floating Rate</td> <td>Through any source</td> <td>NIL</td> </tr> <tr> <td rowspan="2">Non Housing Loan - For other than business</td> <td>Fixed Rate</td> <td>Through any source</td> <td>- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %</td> </tr> <tr> <td>Floating Rate</td> <td>Through any source</td> <td>NIL</td> </tr> <tr> <td rowspan="3">Non Housing Loan - For business purpose</td> <td>Fixed Rate</td> <td>Through any source</td> <td>- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %</td> </tr> <tr> <td>Floating Rate - Sanction amount less than Rs.50 lakhs & Sanction on OR after 01st Jan'26</td> <td>Through any source</td> <td>NIL</td> </tr> <tr> <td>Floating Rate - Sanction amount more than Rs.50 lakhs & Sanction on OR after 01st Jan'26</td> <td>Through any source</td> <td>- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %</td> </tr> </tbody> </table>	Foreclosure / Prepayment Charges for Loans Sanctioned On and After 01st Jan'26				Type	Rate	Payment Type	Prepayment Charges	Housing Loan	Fixed Rate	Through any source - Loan sanction on and after 1st Jan'2026	- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %	Floating Rate	Through any source	NIL	Non Housing Loan - For other than business	Fixed Rate	Through any source	- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %	Floating Rate	Through any source	NIL	Non Housing Loan - For business purpose	Fixed Rate	Through any source	- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %	Floating Rate - Sanction amount less than Rs.50 lakhs & Sanction on OR after 01st Jan'26	Through any source	NIL	Floating Rate - Sanction amount more than Rs.50 lakhs & Sanction on OR after 01st Jan'26	Through any source	- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %
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					Type	Rate	Payment Type	Prepayment Charges
					Housing Loan	Fixed Rate	Own Source	NIL
							Other than Own source	- Within 12 months of Disbursement - 5% - After 12 months and within 36 months of Disbursement - 4 % - After 36 months of Disbursement - 3 %
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29.	Non Submission of PDC/NACH Form after PDC exhaust	Miscellaneous Receipts	Event	Once	Rs.1000/- + Applicable Taxes Rs.500/- + Applicable Taxes
30.	Charges for Non activation of NACH for more than 30 days from the date of disbursement	Miscellaneous Receipts	Recurring	Every month	Rs.600/- (Incl. GST) will be charged every month till NACH is getting activated
31	Fees for Repayment Schedule	Statement of A/c. Charges	At request	Once	Rs.500/- + Applicable Taxes
32	Fees for handover of Original Property Papers at borrower's place after loan closure	Document Handover Fee	Event	Once	Rs.1500/- + Applicable Taxes.
33.	Duplicate No dues Certificate	Miscellaneous Receipts	At request	Once	Rs.500 + Applicable Taxes
34.	Duplicate provisional certificate	Miscellaneous Receipts	At request	On every request	Rs.500 + Applicable Taxes.
35.	Demand Notice u/s 13(2) of SARFAESI Act, 2002	Demand Notice Charges	On Loan A/c Become NPA	As and when account become NPA	Rs.1000/-

36	Possession Notice u/s 13(4) of SARFAESI Act, 2002	Possession Notice Charges	On failure to payment of dues of Demand Notice	As and when default in repayment of dues of Demand Notice	Rs.1000/-
37.	Case filing u/s 14 of SARFAESI Act, 2002 and obtaining Possession order from CMM/DMM	Court Filing Charges	To obtain possession order from CMM/DM	Per Filing	Rs.1000/- Or Actual whichever is higher
38.	Execution of CMM/DM order	Order Execution Charges	To take possession of property	Per order execution	Rs.50,000/- Or Actual whichever is higher
39	Auction Notice Publication	Publication Charges	After receipt of CMM/DM Order	Per Publication	Rs.5,000/-
40.	Case filing u/s 17 of Arbitration Act, 1996	Court Filing charges	On failure to payment of dues of Demand Notice	Per Filing	Rs.5,000/-
41.	Legal action against Cheque dishonoured	Case filing u/s 138 of NI Act, 1881	On Cheque dishonoured	Once	Rs.10,000/-
42.	Lokadalat Proceeding	Lok-Adalat	As and when conducted	As and when conducted	Rs.1000/-
43.	Re booking charges	Misc. Receipts	At the time of Re booking of the loan after cancellation	Event	Rs.1500 Or 1% of the loan amount whichever is higher.
44.	Disbursement cheque cancellation and re issue	Misc. Receipts	At the time of cheque cancellation and re issue	Event	Rs.1000/- +applicable taxes
45.	Duplicate IT Certificate	Misc. Receipts	At the time of 2nd request from the customer.	Event	Rs250/-+applicable taxes

46	Delay in charge release of dockets	Misc. Receipts		Event	<p>In case of delay in releasing of original movable / immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, the RE shall communicate to the borrower reasons for such delay. In case where the delay is attributable to the RE, it shall compensate the borrower at the rate of ₹5,000/- for each day of delay.</p> <p>In case of loss/damage to original movable / immovable property documents, either in part or in full, the REs shall assist the borrower in obtaining duplicate/certified copies of the movable / immovable property documents and shall bear the associated costs. However, in such cases, an additional time of 30 days will be available to the REs to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days).</p>																															
47	Recovery of expenses incurred in the loan cancellation cases	Recovery of expenses incurred by MHIL while processing the loan as per the request of customer in the event of loan cancellation by the customer	At the time of cancellation, at any stage before the loan is disbursed.	Once	<p>In case of loan cancellation, at any stage before the loan is disbursed, the borrower will have to bear the expenses incurred towards Personal Discussion, Field Investigation report, extracting of Bureau reports, Risk Containment Unit reports, Technical reports, Legal reports, execution of documentation cost, conveyance cost, etc.</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Particular</th> <th>Standard Expenses</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Bureau reports extraction</td> <td>150</td> <td rowspan="5">Expenses incurred up to sanction</td> </tr> <tr> <td>2</td> <td>Conveyance cost for PD</td> <td>200</td> </tr> <tr> <td>3</td> <td>Filed Investigation report</td> <td>350</td> </tr> <tr> <td>4</td> <td>Risk Containment Units reports with conveyance</td> <td>800</td> </tr> <tr> <td>5</td> <td>Technical reports with conveyance</td> <td>2500</td> </tr> <tr> <td>6</td> <td>Legal reports</td> <td>2500</td> <td rowspan="2">Expenses incurred after sanction</td> </tr> <tr> <td>7</td> <td>Documentation execution cost with conveyance</td> <td>500</td> </tr> <tr> <td colspan="2">Total Expenses</td> <td>7200</td> <td>Total Expenses up to IPD</td> </tr> </tbody> </table>	Sr. No.	Particular	Standard Expenses	Stage	1	Bureau reports extraction	150	Expenses incurred up to sanction	2	Conveyance cost for PD	200	3	Filed Investigation report	350	4	Risk Containment Units reports with conveyance	800	5	Technical reports with conveyance	2500	6	Legal reports	2500	Expenses incurred after sanction	7	Documentation execution cost with conveyance	500	Total Expenses		7200	Total Expenses up to IPD
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4. Security for the loan

The loan will be secured by way of mortgage of the property mentioned below in favour of MHIL

Mortgage Property: (Complete address of the property including boundaries, area, landmark, pin code etc.)

Other Security / collateral property

Guarantor details:-

Name: -

Age: - Occupation: -

Nature of relationship with the borrower –

Approximate number of years for which the guarantor knows the borrower:

Contact No.:-

Email: -

Resi. Address: -

Assessed net worth of the guarantor:

5. Insurance of property and Borrower (Insurance is subject to option of the borrower)

Insurance of Borrower if applicable	Requirement: - To ensure and protect the life of borrower / applicant Features: - Life coverage of insured.	Life Insurance Daily Hospital cash benefit C Cancer cover benefits Cardia cover benefits C Cancer & Cardiac cover benefits Critical Illness benefits Critical Illness excluding cancer benefits C Critical Illness excluding cardiac benefits Life Coverage Insurance Critical Illness excluding cancer & Cardiac benefits Surgical Benefits Personal Accident Benefits
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Insurance of Property if Applicable	Requirement: - To ensure that property offered as security to be insured against the losses that may arise due to earthquake, fire, explosion, storm, tempest etc.	
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6. Conditions for disbursement of the loan

- a) Submission of all relevant documents as mentioned by MHIL in the sanction letter / Loan Agreement.
- b) Satisfactory Legal & technical assessment of the property.
- c) Payment of own contribution by the Borrower (total cost of 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 MHIL the same shall be informed to and acknowledged by the Borrower. d) Providing adequate utilization proof as desired by MHIL
- e) Undertaking by the Borrower to regularly provide MHIL information, including details regarding progress / delay in construction, any major damage to the property, change in employment/ contact details, non-payment of taxes pertaining to property, etc.
- f) The construction is being undertaken as per the approved plans.
- g) The Borrower has satisfied himself/herself that required approvals for the project have been obtained by the developer.
- h) All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale.
- i) On event of expiry of moratorium, if the loan remains undisbursed (partly/fully), MHIL will have right to downsize the loan.
- j) In case of under construction property, EMI will be started

7. Repayment of Loan and Interest

For Partially disbursed cases, interest will be applied on the partially disbursed amount. This interest on the amount disbursed is called Pre-EMI interest. Pre-EMI interest is payable every month from the month of first disbursement up to the month of commencement of EMI. Repayment commences from the month following the month in which final disbursement of the loan is availed.

The loan is repaid by way of Equated Monthly Instalments (EMI). EMI comprises of interest component calculated on the outstanding principal and part of the principal amount. EMI is calculated based on the loan amount, rate of interest and loan tenure. Change in any of these parameters may result in change in the EMI amount.

EMI is appropriated first towards recovery of interest due and the remaining amount is used for recovery of principal amount. The recovery of principal amount may get impacted due to increase in the amount of interest due to change in ROI on higher side.

Repayment of PEMI/EMI should be through NACH. Repayment can be accepted by PDCs, if NACH activation gets delayed due to technical reason or NACH becomes In-active. The deposition dates for these instruments will be 5th Or 7th Or 10th day of every month. "For Example – If case is disbursed on 29th of the month – Broken period interest will be collect upto last day of the month. Deposition date will be 5th Or 7th Or 10th day of next month. Due date will be last day of the month.

8. Brief Procedure to be followed for Recovery of overdue

Through the terms and conditions detailed above, the Borrower(s) and the Guarantor(s) have been appraised of the process and schedule and mode of repayment of the loan. It shall be the responsibility of the borrower(s) to ensure timely payment of PEMI or EMI. MHIL shall not be obliged to serve notice, reminder or intimation to the borrower(s) regarding his/her/their obligation to pay the EMI or PEMI regularly on due date.

- a) On non-payment of Pre-EMI/EMI by the due dates, MHIL shall remind the borrowers by making telephone calls, sending written communication by post and/or electronic medium or by making personal visits by MHIL's authorized personnel at the last address provided by the borrower. The Borrower(s) and the Guarantor(s) shall keep MHIL informed of any change in their contact details and address. Failure to do so will be treated as a breach of contract.
- b) Borrowers agree to give unconditional permission to the authorized representatives of MHIL to visit the property funded through this loan and/or the borrower's residence in the event of default for collection of dues and/or inspection of the property. The Costs of such calls/communication /visits shall be payable by the borrower(s).
- c) By accepting these terms and conditions, the borrower(s) and guarantor(s) give their consent to MHIL for sharing their credit information with RBI approved the Credit Information Bureau. Like CIBIL, CRIF etc. To avoid any adverse impact on their credit history with CIBIL, CRIF or any other Credit Information Bureau it is advised that the borrower should ensure timely payment of the amount due on the loan amount.
- d) In event of continued default and declaration of the loan amount as delinquent or Non-Performing Asset (NPA), MHIL shall reserve the right to send Loan Recall Notice, initiate action under section 138 of the Negotiable Instruments Act, SARFAESI act or any other provision of the law for recovery of dues from the borrower(s)/Guarantor(s). The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective laws.

Intimation/Reminders/Notice(s) shall be given to borrower(s)/guarantor(s) prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

Cost of such legal remedies will be debited to the borrower's account.

9. Definitions:

- a) **Overdue** – Any amount due to the bank / FI under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank / FI.
- b) **NPA** – An asset, including a leased asset, becomes non-performing when it ceases to generate income for the bank. A non-performing asset (NPA) is a loan or an advance where; interest and/ or instalment of principal remains overdue for a period of more than 90 days in respect of a term loan,
- c) **SMA** – Lenders shall recognise incipient stress in loan accounts, immediately on default, by classifying such assets as special mention accounts (SMA) as per the following categories:

SMA Sub-categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue between
SMA-0	1-30 days
SMA-1	31-60 days
SMA-2	61-90 days

In the case of revolving credit facilities like cash credit, the SMA sub-categories will be as follows:

SMA Sub-categories	Basis for classification – Outstanding balance remains continuously in excess of the sanctioned limit or drawing power, whichever is lower, for a period of:
SMA-1	31-60 days
SMA-2	61-90 days

10. Customer Services

For any assistance and information borrowers / guarantors can contact the customer care of the company through below modes between Monday to Saturday working hours 9.00 AM to 5.30 PM (excluding Holidays and Sundays).

- To contact MHIL Branch Manager / Branch –in charge of the nearby branch.
- Write us to MHIL customer care E-mail ID enquiry@muthoothomefin.com
- Call to MHIL customer care No. 8113837788/ 8976718559, or Toll Free No. 18001211214

Write to us via website: www.muthoothomefin.com or written letter addressed to **Muthoot Homefin (I) Ltd, The Ruby, 19th Floor, 19 NE Near Ruparel College. No.29, Senapati Bapat Marg, Tulsi Pipe Road, Dadar West, Mumbai – 400028, Maharashtra. Ph: 022-41010999**

Borrower(s) collect the following documents by visiting our branch

- Photo Copies of documents, which can be provided in 15 working days from date of placing request. Necessary administrative fee shall be applicable.

11. Grievance Redressal :

There can be instances where the Borrower is not satisfied with the services provided. To highlight such instances & register a complaint, the Borrower may follow the following process:

The Borrower can lodge his / her/their complaint at grievance@muthoothomefin.com or response@muthoothomefin.com or call on +91- 2239110999 / +91-2239110900 / 8113837788. The complaint can also be registered by making an entry of the complaint / grievance in the complaint register maintained by the branch. In case the Borrower does not receive any response within a week or is not satisfied with the response given by the branch, the Borrower can further escalate the complaint /grievance to the Grievance Redressal Officer (GRO) at grievanceredressalofficer@muthoothomefin.com or by way of letter addressed to the GRO to the below mentioned address

Grievance Redressal Officer Muthoo Homefin (India) Ltd. 2nd floor, Muthoot Chambers, Kurians Tower Banerji Road -Ernakulam Kochi -682018 Kerala

If the Borrower does not receive a response from the Company within a period of one month or is still not convinced with the resolution provided by the Grievance Redressal Team, then the Borrower may approach the Complaint Redressal Cell of the National Housing Bank (NHB) by registering the complaint online on the website of NHB at <https://grids.nhbonline.org.in>.

The complaint can also be sent through post to the following address in the prescribed format (https://nhb.org.in/citizencharter/Complaint_form.pdf)

National Housing Bank, Complaint Redressal Cell Department of Supervision 4th Floor, Core 5A India Habitat Centre Lodhi Road, New Delhi - 110023.

(The complaint can also be emailed at crcell@nhb.org.in)

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

Signature or Thumb impression of Borrower/s

**National Housing Bank,
Complaint Redressal Cell
Department of Supervision
4th Floor, Core 5A
India Habitat Centre
Lodhi Road, New Delhi -110023.
(The complaint can also be emailed at crcell@nhb.org.in)**

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

Signature or Thumb impression of Borrower/s

Authorised Signatory

Muthoot Homefin (India) Limited Name:

Designation:

Date :