

## MOST IMPORTANT TERMS AND CONDITIONS (MITC)

INSURANCE OF THE PROPERTY AND THE BORROWER(S):		
1	Insurance of the Borrower	Requirement : To Ensure and Protect the Life of Borrower Features : Life Coverage of the Insured
2	Insurance of the Property	Requirement: To Ensure that Property offered as security to be insured against the losses arise due to earthquake, fire, flood, explosion, storm, tempest etc. Features : To Indemnify the losses arise due to earthquake, fire, flood, explosion, storm, tempest etc.
FEES AND OTHER CHARGES:		
UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)		
	Processing Charges	2% plus GST before disbursement where the customer is going to pay from own sources & 2.5% plus GST where the customer is requesting us to debit from disbursement.
	Non Postal Stamp / Stamp Duty	As applicable law of the state
	Non-encumbrance Certificate / Search Report	As per actual
	Valuation/Technical Fee	As per actual
	CERSAI: At the time of Disbursement : Creation of Charge	Rs. 50/-+ GST (for loans>5 Lacs) and; Rs. 100/-+ GST (for loans<5 lacs)
	Log in fee (Non Refundable)	Rs. 5900/- (incl. GST)
CUSTOMER SERVICE CHARGES		
	CERSAI: At the time of Modification of Charge ( in case of Top Up)	Rs. 100/-+ GST (for loans>5 Lacs) and; Rs. 50/-+ GST (for loans<5 lacs) or as per the charges levied by CERSAI
	Prepayment Charges	Part- Prepayment / Foreclosure of <u>Home Loan on Variable/ Floating rate of Interest</u> : No prepayment Charges.  Part- Prepayment/ Foreclosure of <u>Home Loan on fixed rate of interest</u> : No Prepayment charges, if loan is foreclosed through own source.  However if the payment is made by borrowing from a bank/HFC/NBFC and/ or a Financial institution, The prepayment Charges are as follows: 3% + GST as applicable in Pre- closure Charges would be levied on principle o/s
	Cheque/ECS/ACH Bounce Charges (Per Instrument/Transaction)	Cheque return charge of INR 500/- + GST as applicable per instrument is payable in case of a dishonored cheque or ECS or NACH.
	Late Payment Interest	36% p.a compound for no. of days delayed in PEMI / EMI payment.
	Duplicate No Dues Certificate	Rs.500/- + GST
	Copy of Property Papers	Rs.500/- + GST
	Charges for Missed Due Date	Rs. 200/- + GST
	Disbursement Cancellation Charges /Fees	1) If request received within 7 days of the disbursement: Only Rs. 1000/- + GST (cancellation Charges). 2) If request received after 7 days of the disbursement: 4% of Principal Outstanding + GST (cancellation Charges) & PEMI till the cancellation request
	Documents Retrieval Charges	Rs 2000/- plus applicable taxes (GST) and/or other statutory levies
	Duplicate Annual Account Statement, Provisional Certificate	Rs.500/- + GST
	Loan prepayment/closure (fully) statement / SOA / Repayment Schedule charges	Rs.500/- + GST
	Each Personal Visit to customer's place for collection of dues	Rs.250/- per visit plus applicable GST
	Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- + GST (cancellation Charges) & PEMI will be charged.
	Cheque/ECS Swapping Charges (per set):	Rs. 500 + GST
	Complaint Handling Charges	NIL

CHARGES AT THE TIME OF FORECLOSURE	
Cash Collection Charges (Only FC)	Rs. 5/- per Thousand for Cash Collection + GST
CERSAI: At the time of Loan Closure: - Satisfaction of Charge (removal of lien)	NIL
Document Custodian Fees	Rs. 500/- + GST Per Month (Chargeable after 30 days of closure of the Loan Account)
<b>Note: * The Govt. of India has implemented the Good &amp; Service Tax (GST) effective from 1st July, 2017. Consequently, the Service Tax rate (including cess) of 15%, as applicable to the products &amp; services rendered by financial institutions, has been replaced by the GST rate of 18%.</b>	
<b>SECURITY / COLLATERAL FOR THE LOAN:</b>	
Mortgage of Below mentioned property in Favour of STAR HOUSING FINANCE LTD	
Property Mortgaged:	
Other Security:	
Detail of Guarantor(s):	
<b>CONDITION FOR THE DISBURSEMENT OF LOAN:</b>	
The Loan is subject to the below conditions ;	
Any Special Condition: Please refer sanction letter for special conditions	
<b>PROCEDURE OF RECOVERY OF OVERDUES ARE AS FOLLOWS:</b>	
Up to two PEMI / EMI outstanding	a. You will be informed via SMS, phone calls or our representative would be visiting personally
More than two PEMI / EMI outstanding	b. Along with point a, legal notice is sent informing PEMI / EMI over dues
More than three PEMI / EMI outstanding	c. Total loan recall notice is being sent & legal proceedings are started.
<b>ANNUAL OUTSTANDING BALANCE STATEMENT</b>	Within 30 days of closure of financial year
<b>CUSTOMER SERVICES:</b>	
For any assistance and information you can connect the Customer Care Center of the company through below modes between the Working Hours from 10:00 AM to 6:30 PM.	
1. Contact to the branch manager/branch in charge of the branch nearby you	
2. Call to our Customer care No:- +91 88280 36610	
You can also write to our Customer care E-mail Id:- info@starhfl.com	
You can also write to us via our website: <a href="http://www.starhfl.com">www.starhfl.com</a>	
You can collect the following documents by visiting our branch, timelines are mentioned for the same:	
Loan Account Statement	Within 3 working days
Photocopy of the title documents	Within 15 working days
Foreclosure Letter, Return of Original document on closure of the loan	Within 15 working days
<b>I/WE ACKNOWLEDGE THAT:</b>	
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 fulfilment 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.	

Loan Code :

End-use if LAP / TP :

Borrower (1) Name :

Borrower (1) Signature:

Borrower (2) Name :

Borrower (2) Signature:

Borrower (3) Name :

Borrower (3) Signature:

Borrower (4) Name :

Borrower (4) Signature:

## CUSTOMER GRIEVANCE MECHANISM

Star Housing Finance Limited, believes 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.

### **Step 1:**

Please visit your nearest Star HFL branch and submit your complaints / grievances in the "Complaint / Grievance Register" maintained at the branches; during working hours from 10:30 to 18:30. We will respond to your complaint / grievance 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 / email / fax or call to the Nodal Officer of the company:

#### **Mr. Anoop Saxena**

Star Housing Finance Limited

603, Western Edge I, Above Metro Cash & Carry, Borivali East, Mumbai 400066.. Email – [info@starhfl.com](mailto:info@starhfl.com)

Tel: +918828036610

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

### **Step 3:**

If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies –The 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 110003

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link

<https://grids.nhbonline.org.in> or email to [v.rajana@nhb.org.in](mailto:v.rajana@nhb.org.in)