

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

(a. Purchase b. Constructions c. Repair, Renovation & Extension d. Plot Cum Construction e. LAP)		
OFFER CUM ACKNOWLEDGMENT FORM		
Major Terms and Conditions of the housing loan agreed to between (Borrower (s) name) , and SATYA MICRO HOUSING FINANCE PVT. LTD. (Formerly known as "Baid Housing Finance Pvt. Ltd.") are as under.		
Loan Account No. (LAN No.) null		
(For Office Use Only)		
" Dear Customer"		
Thank you for your decision to avail loan facility for the purpose/ on referred above. We hereby confirm our acceptance to extend the facility on terms referred herein.		
1	Application Number	<Customer Deal ID>
2	Facility Loan Sanction Amount Not Exceeding (Rs.)	<Customer Loan Amount>
3	Facility Loan Type (Please specify)	LOAN AGAINST PROPERTY
4	Rate Type	FIXED/ FLOATING
5	SATYA MICRO HOUSING FINANCE PVT.LTD. (Formerly known as "Baid Housing Finance Pvt. Ltd.) Lending Rate/PLR	<p>For a. Fixed Rate of Interest</p> <p>(i) The Applicant's shall pay interest on the principal amount of the Facility outstanding from time to time monthly at <Customer ROI> %per annum (Fixed Rate) plus applicable interest tax or other statutory levy on the dates mentioned below.</p> <p>(ii) The applicant's shall pay PEMI at <Customer ROI> % (Fixed) per annum plus applicable interest tax on other statutory levy until commencement Of the EMI Such PEMI will be calculated from the date of respective disbursement(s) and shall be payable on the dates mentioned below</p> <p>For b. Floating / Adjustable Interest Rate :</p> <p>(i) Base Rate = 19% per annum as on the date of Sanction.</p> <p>(ii) The Applicant's shall pay Adjustable Rate of Interest = <Customer ROI> % per annum (i.e. SATYAMICRO HFPL Formerly known as Baid Housing Finance Pvt. Ltd.) Lending Rate/PLR+/- margin of % plus applicable interest tax or other statutory levies. The Applicant's shall pay PEMI at % per annum (Floating Rate) until commencement of the EMI payable on the dates mentioned below plus applicable interest tax statutory levies</p>
6	Moratorium or Subsidy	
7	Date of Reset of interest	The applicable rate of interest on the loan will be revised/reset with the change in the (SATYA MICRO HFPL Formerly known as Baid Housing Finance Pvt. Ltd.) Lending Rate /PLR rate. i.e. Interest rate on loan may change with the effective date of change in SATYA
8	Mode of communication of changes in interest rate	Through Letter/ updation on www.satyahousing.com in (website)/SMS/ registered email/ other source of communication
9	Loan Tenure/Total No. of EMIs	<Customer TENURE> (Subject to change with a change in Base Rate, in cases of Floating /Adjustable Rate of Interest)
10	Installment Type	Monthly
1	EMI (Rs.)	Rs. <Customer emi> (Subject to change with a change in Base Rate. in cases of Floating.
2	Date of Commencement of EMI	Refer to loan agreement
3	Due Date for payment of EMI Cycle	2nd , 7th and 10th of Every month.
4	Procedure for intimation of the changes in Rate of interest / EMI	In event of any change in Rate of Interest /EMI. we will communicate the same to you through letter at the last known address as updated in our records or through updation on www.satyahousing.com (website)/SMS/ registered email/ other source of communication
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 arised due to earthquake, fire,Flood, explosion. storm, tempest etc. Features : To Indemnify the losses arised duo to earthquake, Fire, Flood, explosion, storm, tempest etc.

"UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)"		
1	Initial Processing Charges	Rs. 3000 + GST (non-refundable) (It may vary as per loan amount or as per company policy)
2	Processing Charges	2-4% + GST (as per sanction condition) to be collected before disbursement or deducted from the disbursement
3	Non Postal Stamp / Stamp Duty	As applicable law of the state
4	Non-encumbrance Certificate / Search Report	As per actual
5	Valuation/Technical Fee	As per actual
6	CERSAI: At the time of Disbursement: Creation of Charge	Rs. 100/- + GST (for loans >=5 Lacs) and. Rs. 50/- + GST (for loans <5 Lacs) or as per the charges levied by CERSAI
"CUSTOMER SERVICE CHARGES"		
1	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
2	Prepayment Charges	Part- Prepayment / Foreclosure of Home Loan on Variable/ Floating rate of Interest : No prepayment Charges: Part- Prepayment / Foreclosure of Home Loan on Fixed rate of interest : 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. 1. 5%+ GST as applicable in pre-closure would be levied on principle o/s & all part prepayments done in case loan is closed within 12 months of the first Disbursement. 2. 3%+ GST as applicable in pre-closure would be levied on principle o/s & all part prepayments done in last 12 months in case loan is closed after 12 months of the first disbursement. 3. 5%+ GST as applicable in pre-closure would be levied on principle o/s & all part prepayments done in case loan is closed for all LAP case
3	Cheque/ECS/ACH Bounce Charges (Per Instrument/Transaction)	Cheque returns charge of INR 2000/+ GST as applicable per instrument is payable in case of a dishonored cheque or ECS or ACH
4	Late Payment Charges	2% per month on the outstanding installment amount
5	Duplicate No Dues Certificate	Rs. 500/- + GST

Applicant(s) Co-App1: **Co** App2: **NA** Guarantor(s) Name : **NA**

Borrower Signature(s) : Co-App: Authorized Signatory
SATYA MICRO HOUSING FINANCE
PVT. LTD.

6	Photocopy of property Papers	Rs. 500/- + GST
7	Charges for Missed Due Date	Rs. 200/- + GST
8	Cancellation Charges/Fees	1. If request received within 7 days of the disbursement: Only 1% - + GST (cancellation Charges). 2. If request received after 7 days of the disbursement: Only 1% - + GST (cancellation Charges) & PEMI till the cancellation request. (if applicable)
9	Disbursements Retrieval Charges	Rs. 500/- plus applicable taxes (GST) and/or other statutory levies
10	Duplicate Annual Account Statement, Provisional	Rs. 500/- + GST
11	Loan prepayment/closure (fully) statement / SOA / Repayment Schedule charges	Rs. 500/- + GST
12	Each Personal Visit to customer's place for collection of dues	Rs. 500/- per visit plus applicable GST
13	Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- + GST (cancellation Charges) & PEMI till the cancellation request

"Cheque/ECS/ACH Swapping Charges (per set):"		
1	PDC to PDC	Rs. 1000/- + GST
2	PDC to ECS/ACH	Rs. 1000/- + GST NIL (if same account)
3	ECS/ACH to ECS/ACH	Rs. 1000/- + GST
4	ECS/ACH to PDC	Rs. 1000/- + GST

"CHARGES AT THE TIME OF FORECLOSURE"		
1	Cash Collection Charges (Only FC)	Rs. 5/- per Thousand for Cash Collection + GST
2	Document Custodian Fees	Rs. 500/- + GST Per Month (Chargeable after 30 days of closure of the Loan Account)
3	Recovery Charges without Court Intervention	As per actual + GST
4	Legal Notice Charges for Recovery	As per actual + GST

Note: *The Govt. of India has implemented the Good & Service Tax (GST) effective from 1st July, 2017. Consequently, the Service Tax rate (including cess) of 15%, as applicable to the products & services rendered by financial institutions, has been replaced by the GST rate of 18%

"SECURITY / COLLATERAL FOR THE LOAN:"	
Mortgage of Below mentioned property in Favor of SATYA MICRO HOUSING FINANCE PVT. LTD. (Formerly known as "Baid Housing Finance Pvt. Ltd.")	
Property Mortgaged: < CUSTOMER PROPERTY ADDRESS >	
Other Security:	
Detail of Guarantor(s):	
"CONDITION FOR THE DISBURSEMENT OF LOAN:"	
The Loan is subject to the below conditions :	
Any Special Condition:	
"PROCEDURE OF RECOVERY OF OVERDUES AS FOLLOWS:"	
Upto 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 overdues.
More than three PEMI / EMI outstanding	c. Total loan recall notice is being sent & legal proceedings are started.
ANNUAL OUTSTANDING BALANCE STATEMENT	Within 30 days of closure of financial year

CUSTOMER SERVICES:

For any assistance and information you can connect the Central Customer Relationship Management (CRM) cell of the company through below modes

1. Contact to the branch manager/branch in charge of the branch nearby you

2. Call to our TOLL FREE NUMBER:- 1800-202-3637

You can also write to our Customer care E-mail Id:- customer.care@Satyahousing.com

You can also write to us via our website: www.satyahousing.com

You can collect the following documents by visiting our branch, time lines are mentioned for the same:

Loan Account Statement	Within 3 working days
Photocopy of the title documents	Within 15 working days
Return of Original document on closure of the loan	Within 30 working days

I/WE ACKNOWLEDGE THAT:

1/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.

2All other terms and condition of the contract will be as per our loan agreement signed by you

3This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.

4Company may withdraw this offer, if any information/document provided by you seems doubtful.

Please read our agreement carefully for executing the same. our executive will help you in understanding/ clarifying any clause if you required.

CUSTOMER GRIEVANCE MECHANISM

SATYA MICRO HOUSING FINANCE PVT. LTD. (Formerly known as "BAID HOUSING FINANCE Pvt. Ltd."), we believe 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.

Step1:

Please visit to the nearest SATYA MICRO HOUSING FINANCE PVT. LTD. Branch OR send mail on customer.care@satyahousing.com and submit your complaints/grievance get your complaint logged in the "Complaint & Grievance Register" Maintained at the branches (During the working hours from 10:00 AM to 7:00 PM)

We will respond to your complaint within 15 working days.

Step2:

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, mail, fax or call to the Nodal Officer of the company:-

Mr. Sanjeev Jain

(Nodal Officer)

SATYA MICRO HOUSING FINANCE PVT. LTD

519, 5th Floor, DLF Prime Tower, Okhla Industrial Area, phase-1, New Delhi-110020

E-mail ID: nodal@satyahousing.com

Mob.: +91-7230995522

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

Step3:

If your complaint remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, 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 - 110 003

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link <https://grids.nhbonline.org.in>

"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"

Applicant(s) Name :

Co-App:

Co-App:

Gaurantor(s) Name :

Borrower Signature(s) :

Co App:

Authorized Signature
SATYA MICRO HOUSING
FINANCE PVT. LTD.