

## MOST IMPORTANT TERMS & CONDITIONS (MITC) AND KEY FACT STATEMENT (KFS)

TYPE OF LOAN (Home Loan ☐

Loan Against Property ☐

Purchase of Commercial Property ☐

Others ☐ (Please specify) .....

The Most Important Terms & Conditions and Key Fact Statement of the Housing Loan ("Loan") agreed to between (the borrower/s) ..... and SMFG India Home Finance Co. Ltd. (SMFG Grihashakti) having its registered office at Commerzone IT Park, Tower B, 1<sup>st</sup> Floor, No. 111, Mount Poonamallee Road, Porur, Chennai-600116, Tamil Nadu, are as under:

### Part 1 (Interest rate and fees/charges)

1	Sanctioned Loan amount (in Rupees) = SA			
2	Disbursal schedule Disbursement in stages or 100% upfront.		Please tick as applicable Full <input type="checkbox"/> Part / Stagewise <input type="checkbox"/>	
	(i) If Full Disbursement <b>Break up between Principal/Sanction and Interest</b> <i>(Interest is accumulated on your loan account from the day of Cheque Handover, hence values mentioned in the corresponding table are indicative, repayment schedule with actual values will be shared subsequently post Cheque handover date)</i> <b>*Total Interest Amount</b> charged during the entire tenor of the loan as per the rate prevailing on sanction date		Sanction amount = _____ INR  Total Interest amount = _____ INR	
	Total amount to be paid by the borrower (Sanction + Total Interest)		_____ INR	
	(ii) If it is stage wise, mention the clause of loan agreement having relevant details <b>Applicable only If Disbursement in multiple tranches</b> (Repayment schedule shall be shared subsequently post Cheque handover date)		Where the disbursement is scheduled/requested in tranches, EMI would commence after the Cheque Handover. Until then the Borrower(s) shall make monthly payment of interest ("Pre EMI") on the disbursed amount every month as applicable and each such monthly payment of Pre EMI shall be at the rate of interest as specified in the Loan Summary Schedule.	
3	Loan term (year/months/days)		In Months =	
4	Instalment details			
	Type of instalments	Number of EMIs	EMI (₹)	Commencement of repayment, post sanction
	Monthly			7th of every month
5	Interest Type* (Please tick appropriately)	Fixed <input type="checkbox"/>	Semi Fixed <input type="checkbox"/>	Floating <input type="checkbox"/>
	Interest rate (%)			
6	Additional Information in case of Floating rate of interest*			
	Reference Benchmark	Benchmark rate (%) (B)	Spread (%) (S)	Final rate (%) R = (B) - (S)
				Reset periodicity (Months)
				B S
				EMI (₹)
				No. of EMIs
	RPLR			Quarterly
7	Fee/Charges			
	Payable to the RE (A)	One-time/recurring	Amount (in ₹) or Percentage (%) as applicable	
			Upfront Collected = U	Funded/Deducted from Disbursement = F
			Total Fees = (T)	
(i)	Application Fees/IMD Fees	One time		
(ii)	Processing Fees/Charges	One time		
(iii)	Documentation Fees (Only for disbursed cases)	One time		

(iv)	Any other (please specify)				
<b>Payable to a third party through RE (B)</b>					
(i)	<b>Stamp Fees and Charges (at applicable rate as per state laws. If stamping is done by SMFG Grihashakti then additional 5%) (of stamping amount) service fee will be levied</b>	One time			
(ii)	<b>CERSAI Charges</b> 1. For Loans up to INR 5 Lakhs (for an original filing and for modification) = INR 60/- 2. For Loans above INR 5 Lakhs (for an original filing and for modification) = INR 110/-	One time			
(iii)	Insurance charges	One time			
(iv)	Indian Health Organisation (IHO)	One time			
(v)	Any other (please specify)				
	<b>Total</b>				
	<b>Net Disbursed Amount</b>	Disbursed amount "Sanctioned Loan Amount (SA)" – "Sum of funded / deducted from Disbursement (F) = _____ INR			
<b>8</b>	<b>Annual Percentage Rate (APR) (%)</b> For APR % calculation refer Grihashakti website link: <a href="https://www.grihashakti.com/apr-calculator.aspx">https://www.grihashakti.com/apr-calculator.aspx</a>	<b>=</b>			
<b>9</b>	<b>Details of Contingent Charges (in ₹ or %, as applicable)</b>				
(i)	<b>Processing Fee / Charges</b>	Up to 3% of the loan amount			
(ii)	<b>Application Fees / IMD Fees</b>	Up to INR 10000/-			
(iii)	<b>Documentation Fees (Only for disbursed cases)</b>	Up to INR 5000/-			
(iv)	<b>Rate of Interest Conversion Fee / Switch fee charges for change in loan interest type</b>	An amount not exceeding 1.00% of the outstanding principal amount			
(v)	<b>Cheque/ECS/NACH dishonour charges**</b>	INR 500/- per instance			
(vi)	<b>Swap charges for any modification to any repayment</b>	INR 600/- per swap instance			
(vii)	<b>Late Payment Charges (applicable for payment defaults)</b>	<b>2% per month of overdue EMI calculated on day to day basis, payable from the relevant due date until the date of actual payment / rectification of default.</b>			
(viii)	<b>Conversion from HL to NHL</b>	<b>Applicable Rate of Interest shall increase by 2% per annum</b>			
(ix)	<b>Penal Charges</b> For delay by the Borrower(s) of 60 days (Sixty Days) to deposit/redeposit the title documents relating to the Secured Assets with SMFG Grihashakti upon execution of this Loan Agreement or as may be communicated to Borrower(s) by SMFG Grihashakti in writing	<b>ONE percent (1%) per annum on the outstanding Loan amount, calculated on day to day basis, payable from the date of default/delay till the date of rectification of such default to the satisfaction of SMFG Grihashakti</b>			
(x)	<b>NOC, No due certificate, RPS, Interest certificate, List of documents (LOD), Duplicate Statement of Account****, Copy of Loan Agreement, etc</b>	INR 500/-			
(xi)	<b>Charges for photocopy of original title deeds of Property</b>	INR 1000/-			
(xii)	<b>Loan cancellation charges after disbursement</b>	INR 5000/-			
(xiii)	<b>Original Document Retrieval charges</b>	INR 1000/-			
(xiv)	<b>Foreclosure Letter Charges</b>	INR 500/-			
(xv)	<b>Annual Maintenance Charges</b> (AMC shall be levied on an annual basis on the anniversary month of the 1st disbursement of the loan)	INR 1000/-			
(xvi)	<b>Collateral Handling Fees</b>	INR 3000/-			
(xvii)	<b>Any other charges (please specify)</b>	INR _____/-			
(xviii)	<b>Prepayment Charges (in part or full)***</b>				

	Type of Interest Rate	Borrowers	Purpose of Loan	Particulars	Charges
(xviii A)	Fixed	Individual	Any	Prepayment using Own source/Funds	No prepayment charges shall be payable for partial/full prepayment
		Individual		Borrowing from any Bank/ Housing Finance Company/Non-Banking Finance Company/any Financial Institutions/any other sources	0-60 MOB: 7% of the amount prepaid >60 MOB: 5% of the amount prepaid
		MSME/Sole Proprietorship Firms/Non-Individuals		Prepayment using Own source/Funds OR Borrowing from any Bank/ Housing Finance Company/Non-Banking Finance Company/any Financial Institutions/ any other sources	0-60 MOB: 7% of the amount prepaid
					>60 MOB: 5% of the amount prepaid
(xviii B)	Floating	Individual Borrowers (Primary and co-borrowers) Micro and Small Enterprises (MSE)	Business	NA	5% of the amount prepaid
		1. Individual Borrowers (Primary and co-borrowers) 2. Individual Borrowers (with or without nonindividual co-borrower)	Other than Business; Buying home, self-construction of home, Plot + construction of home, Extension, Improvement or renovation of Home	Home should be on Individual name and end use should be for buying home, self construction of home, Plot + construction of home, Extension, Improvement or renovation of Home	No prepayment charges shall be payable for partial/ full prepayment
(xix)	Taxes & Levies		All the charges indicated above or elsewhere in the Loan Agreement shall be exclusive of all taxes and statutory levies as may be applicable from time to time on same including without limitation to goods and services tax.		

**Any charges related to processing of Customers application like Application Fees/IMD fees/Processing Fees/Charges etc are non-refundable.**

The foreclosure request can be made in the SMFG Grihashakti Foreclosure Request Form available in the branches. The Foreclosure request can be sent to SMFG Grihashakti Customer service desk by Email or Physical copy to Customer service desk by registered post or hand-over of the letter to Customer service officer at the branch. Timelines on response to request of Foreclosure letter issuance is 21 working days on receipt of foreclosure letter charges as mentioned in this document. Kindly note that the foreclosure cheque has to be deposited at the SMFG Grihashakti branches only Any payments received on or after 02nd of the calendar month shall be processed in the same month at later date as EMI for the current month would be presented and excess amount interest calculated for the period shall be taken up for refund.

In case the payment towards foreclosure is made using either NEFT/RTGS payment mode, then Customer need to intimate customer service / branch within 3 days from the payment transaction date and inform about the payment done for getting the request processed further.

The above mentioned charges, interest rate, fees, goods & service tax etc. are as on date of the Loan Agreement and other transaction documents and the charges above stated are subject to change from time to time. For latest applicable T&C's, fees and charges kindly refer our website [www.grihashakti.com](http://www.grihashakti.com).

\* Modes of communication of changes in Interest rate: SMFG Grihashakti will inform Borrower/s of such changes in writing and through its official website [www.grihashakti.com](http://www.grihashakti.com) and also through display on notice boards in the branch. The official website of the Company and notice board displayed at the branch shall contain such updated information. The specified Interest Rate including any revisions in SMFG Grihashakti Retail Prime Lending Rate (PLR) from time to time will be binding on the Borrower(s) and the Borrower(s) consents to the same. The Borrower(s) undertake and confirm that the Borrower(s) shall keep him/herself updated with applicable charges/costs/Rate of Interest applicable from time to time, by visiting the official website of the Company and/or the branch. It is expressly understood by the Borrower(s) that placing such updated information on its official website and/or the notice board at branches would be sufficient compliance on part of the Company.

(ii) Moratorium or subsidy

\*\* (Note: The Cheque/ECS/NACH dishonour Charges as referred to above are not compensatory and/or to be construed as any form of consideration towards the act of dishonour and in no ways should the same be construed as fees recovered under this facility. It is abundantly clarified that SMFG Grihashakti does not tolerate dishonour of instruments and/or deposit of an invalid, fake or unworthy instrument issued towards meeting payment obligations under this facility and any Charges collected thereof are not intended to compound such acts of dishonour. Notwithstanding any Charges collected hereof SMFG Grihashakti reserves its right to invoke appropriate civil and criminal laws.)

\*\*\* Note: No foreclosure charges/ pre-payment charges will be applicable on any floating rate term loan sanctioned for purposes other than business to individual borrowers, with or without co-obligant(s)

All Semi-Fixed rate (combination of fixed and floating) loans shall attract the pre-closure norms applicable to fixed/ floating rate depending on whether at the time of pre-closure, the loan is on fixed or floating rate. In case of semi-fixed rate loans, the pre-closure norm for floating rate will apply once the loan has been converted into floating rate loan, after the expiry of the fixed interest rate period. This shall apply to all such semi-fixed rate loans being foreclosed hereafter.

\*\*\*\* SOA shall be provided/made accessible to borrower free of cost once per quarter.

**Part 2 (Other qualitative information)**

<b>10</b>	Clause of Loan agreement relating to engagement of recovery agents	Refer to Article 17 (Service Provider) of the loan agreement:  It is agreed by the Borrower(s), that without prejudice to any rights of SMFG Grihashakti, all acts/steps as are necessary for SMFG Grihashakti to take in order to monitor the Loan and its utilization and/or the obligations of the Borrower(s) and/or the Borrower(s)'s compliance with the terms hereof and/or to recover amounts due to SMFG Grihashakti or any part or portion thereof, shall and/or may be carried out by and/or through such other person (including a company or body corporate) as may from time to time be appointed by SMFG Grihashakti in respect thereof and that SMFG Grihashakti will at all times be entitled to share with any such other person that may thus be appointed by SMFG Grihashakti, all documents, statements of accounts and other information of whatsoever nature pertaining to the Borrower(s) and/or the Loan. Further, the Borrower(s) expressly recognize(s) and accept(s) that SMFG Grihashakti shall, without prejudice to its rights to perform such activities either itself or through its officers or servants, be absolutely entitled and have full power and authority to appoint one or more third parties/recovery agent(s) of SMFG Grihashakti choice and to transfer or delegate to such third parties/recovery agent(s) the right and authority to collect on behalf of SMFG Grihashakti all unpaid amounts and to perform and execute all acts, deeds, matters and things connected therewith or incidental thereto including attending the office or residence of the Borrower(s), receiving the amounts due, and generally performing all lawful acts as the third party/recovery agent(s) may consider appropriate for such purposes.
<b>11</b>	Clause of Loan agreement which details grievance redressal mechanism	Refer Clause 14.11 (Customer Services & Grievance Redressal) in HL Agreement & 14.8 in LAP Agreement and Clause 26 (Grievance Redressal) of MITC & KFS.
<b>12</b>	Phone number and email id of the nodal grievance redressal officer	18001021003 GRO@grihashakti.com
<b>13</b>	Whether the loan is, or in future maybe, subject to transfer to other REs or securitisation (Yes/ No)	Yes
<b>14</b>	In case of lending under collaborative lending arrangements (e.g., co-lending/ outsourcing), following additional details may be furnished:	
Name of the originating RE, along with its funding proportion		Name of the partner RE along with its proportion of funding
NA		NA
		Blended rate of interest
		NA
<b>15</b>	In case of digital loans, following specific disclosures may be furnished:	
(i)	Cooling off/look-up period, in terms of RE's board approved policy, during which borrower shall not be charged any penalty on prepayment of loan	NA
(ii)	Details of LSP acting as recovery agent and authorized to approach the borrower	NA

**16. Purpose of Loan/End use (Please single tick (✓) the purpose/end use for which the loan is sanctioned)**

HL-Balance Transfer	<input type="checkbox"/>	HL-New Purchase	<input type="checkbox"/>	HL-Builder Purchase	<input type="checkbox"/>
HL-Resale Purchase	<input type="checkbox"/>	HL-Plot + Construction	<input type="checkbox"/>	HL-Self Construction	<input type="checkbox"/>
HL-Home Improvement	<input type="checkbox"/>	HL-Home Extension	<input type="checkbox"/>	LAP-Purchase of Commercial Property	<input type="checkbox"/>
LAP-Top-up on HL BT and end use is towards business purpose	<input type="checkbox"/>	LAP-Top-up on HL BT and end use is towards personal purpose	<input type="checkbox"/>	LAP-Business Use	<input type="checkbox"/>
LAP-Balance Transfer (business)	<input type="checkbox"/>	LAP-Balance transfer (business) and top-up for business purpose	<input type="checkbox"/>	LAP-Balance transfer (personal) and top-up for business purpose	<input type="checkbox"/>
LAP-Balance Transfer (personal)	<input type="checkbox"/>	LAP-Balance transfer (business) and top-up for personal purpose	<input type="checkbox"/>	LAP-Balance transfer (personal) and top-up for personal purpose	<input type="checkbox"/>
LAP-Business place renovation/expansion	<input type="checkbox"/>	LAP-Consolidation of debts availed for business purpose	<input type="checkbox"/>	LAP-Consolidation of debts availed for personal reasons	<input type="checkbox"/>
LAP-Marriage or education or medical purpose or family use	<input type="checkbox"/>	LAP-Asset purchase (plot/house etc)/ House renovation/improvement/construction	<input type="checkbox"/>		

**17. Security/Collateral for the Loan**

Security for the loan would generally be security interest on the property being financed and /or any other collateral / interim security as maybe required by SMFG Grihashakti. This includes, inter alia,

- a. Property description,
- b. Guarantee: Names of Guarantor/s (if any):
- c. Other security interest (far)

**18. Specific Authority for usage of Borrower Information by SMFG Grihashakti (including for marketing purposes)**

The Borrower specifically authorizes and permits SMFG Grihashakti to disclose Borrower Information (defined hereinafter) without any notice (including but not limited to any of the accounts or any other information whatsoever relating to the Borrower and/or the Borrower's financial condition, any of the services provided or to be provided by the SMFG Grihashakti to the Borrower pursuant to these terms and/or any other agreement(s) between the SMFG Grihashakti and the Borrower and/or any transactions or dealings between the SMFG Grihashakti and the Borrower, all such information hereinafter referred to collectively as the "Borrower Information") as SMFG Grihashakti shall deem it fit and proper, including but not limited to its subsidiaries, associates, affiliated companies, SMFG India group companies wherever located and such information may be used to offer new products and/or services and/or to any other person(s) whom SMFG Grihashakti assigns, novates or transfers all or any part of its rights and/or obligations pursuant to the Agreement.

**19. a) Insurance of the Property**

The Borrower/s are advised that at all time until the entire Loan granted by SMFG Grihashakti has been repaid in full to the complete satisfaction of SMFG Grihashakti, keep the property insured with comprehensive and composite Insurance policy for such sum assured equivalent to the loan outstanding at any point of time. In such policy, SMFG Grihashakti will be the sole beneficiary, during the continuity of the loan facility. The Borrower/s would also send a copy of the Insurance cover and the policy within 15 days of each renewal/fresh policy.

**b) Insurance of the Borrowers**

The Borrower/s may avail health and/or life insurance cover for himself with SMFG Grihashakti as the sole beneficiary under the policy/policies

**20. Conditions for Disbursement of the Loan**

SMFG Grihashakti shall not disburse the home loan to the Borrower unless the conditions mentioned in the Home Loan sanction letter and Loan Agreements are complied with, to the satisfaction and sole discretion of SMFG Grihashakti. The conditions are including but not limited to the following:-

- a) Execution of loan agreement and such other ancillary documents
- b) Submission of postdated cheques/ECS etc. towards repayment of installments
- c) Creation of security in favour of SMFG Grihashakti
- d) Utilization of disbursement should be towards acquisition/construction of property or as per the end use specified
- e) Non-disclosure of all facts might affect the lending decisions of SMFG Grihashakti
- f) Intimate SMFG Grihashakti of any change in his/her employment/contact details.
- g) Request for disbursement of the loan in writing (as per the manner prescribed by SMFG Grihashakti). Such request shall be deemed to have been duly made when made by hand, mail or through website of SMFG Grihashakti or such other form/manner as may be announced by SMFG Grihashakti from time to time.
- h) Ensure that Borrower has absolute, clear and marketable title to the property (security) and the said property is absolutely unencumbered and free from any liability whatsoever.
- i) Ensure that no extra-ordinary or other circumstances have occurred which shall make it improbable for the Borrower/stofulfill their obligations under the Loan Agreement for the present loan.
- j) Ensure that no event of default has happened in terms of the Loan Agreement executed/to be executed by the borrower.

**The following conditions shall be applicable for all other loans (except Home Equity Loans, Non-Residential Premises Loan and Top up Loans) wherein The Borrower shall:**

- (i) Pay the own contribution amount (total cost of flat less the loan amount), as specified in the sanction letter.
- (ii) Regularly provide SMFG Grihashakti information, including details regarding progress/delay in construction, any major damage to the property, non-payment of taxes and statutory levies and charges, as may be applicable from time to time pertaining to property, etc.
- (iii) Ensure that construction being undertaken is as per the approved plan and has satisfied himself/ herself that all required approvals for the project have been obtained by the developer (by the seller in case of resale purchase of property)
- (iv) Satisfy SMFG Grihashakti on the utilization of the proceeds of any prior disbursements of the loan amount and provide adequate proof of the same.

**21. Progress of Construction**

- a) In case Borrower(s) fails to complete the construction within 36 (thirty six) months from the disbursement of Loan amount for Construction/plot purchase, the SMFG Grihashakti shall
- (i) Convert the entire Loan into a non-housing loan as per RBI guidelines;
- (ii) Charge the interest rate as applicable to non-housing loan ("NHL Interest Rate") mentioned in the Loan Summary Schedule; and/ or
- (iii) Take such other measures in terms of extant RBI guidelines, as may be notified from time to time

**22. Repayment of the Loan & Interest**

The Loan is required to be repaid in the prescribed EMI/PEMI on the due date as mentioned in the Loan Agreement. The repayment of EMI/PEMI is mandated through National Automated Clearing House (NACH)/Electronic Clearance System (ECS)/Post Dated Cheques (PDCs) in favor of SMFG Grihashakti.

The Borrower must ensure:

- a. That sufficient fund is available in the designated Bank account of Borrower to be debited.
- b. Not to cancel/put stop payment on the cheques/instruments given towards the repayment of Loan EMI. Also, not to close or change the account upon which repayment instrument is drawn (unless he/she makes alternate arrangement for the repayment as agreeable to SMFG Grihashakti).
- c. To pay the installment on or before the relevant due date, if not, the outstanding loan amount and all accrued interest would become immediately due and payable. The Borrower would also be liable to pay the fees as set out in the Statement of Charges.
- d. In case of any change in terms and conditions of the Loan suggested by SMFG Grihashakti as against what was agreed by the Borrower under the terms of the Loan Agreement and if such changes are disadvantageous to the Borrower(s), the option to foreclose the Loan within 60 days shall be available to the Borrower without any extra charges or interest that has not been mentioned in the agreed Loan Agreement.

The Borrowers acknowledges and agrees that only Borrowers with timely repayment record, would be eligible for rate reduction subject to Placing a valid request. The approval of such request shall be at sole discretion of SMFG Grihashakti.

**23. Brief procedure to be followed for Recovery of overdues**

Delinquency management commences with pre-delinquent actions based on early warning triggers and includes dunning reminders to the borrower from time to time for payment of the outstanding amount on the loan account through various options viz., post, fax, telephone, e-mail, sms and/or through third parties appointed for collection purposes to remind, follow-up and collect dues. The Collection methodology broadly includes the following:

- a. **Tele-calling:** It involves contacting the Borrower over the phone and making them aware about the missed due date and requesting to pay the arrears at the earliest.
- b. **Field Collections:** It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of SMFG Grihashakti or its authorized representatives. The payment would be collected either in cash or in the form of a cheque/DD against the valid receipt only which will be issued to Borrower.

- c. **Legal Action** shall be taken based on circumstances of each delinquent account, as per the policy of SMFG Grihashakti and pursuant to the provision of applicable laws. Credit information relating to any customer's account is provided to all the four Credit Information Companies (CIC) authorized by regulatory authorities and more if advised by the regulator on a monthly basis. To avoid any adverse impact on the credit history with CICs it is advised that the customer should ensure timely payment of the amount due on the loan amount. 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 any other law, is followed purely as per the directions laid down under the respective law. Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Criminal suits, Civil Suits, Arbitration, SARFAESI Act etc. as applicable.

Hence, SMFG Grihashakti shall use a judicious mix of Tele-calling, field visit, written communication and legal action to ensure proper and effective coverage for the different category of delinquent account.

#### 24. The annual outstanding balance statement will be issued on Customer Request

#### 25. Customer Services

For any service related issue including requirement of documents can be addressed to SMFG Grihashakti through the following channels:-

- By telephonic communication with the Contact Centre on our Toll Free number 18001021003;  
Timings: 9.30 a.m. to 6.30 p.m. (Monday to Saturday)\*  
\* Excluding Public Holidays & Fourth Saturday of every month
- By Email : grihashakti@grihashakti.com
- By way of written letters addressed to Customer Service either at Corporate Office at SMFG India Home Finance Co. Ltd., Adani Inspire, Unit No. 503 & 504, 5th Floor, Main Road, G Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051 OR Registered Office at Commerzone IT Park, Tower B, 1<sup>st</sup> Floor, No. 111, Mount Poonamallee Road, Porur, Chennai-600116, Tamil Nadu.
- By way of physically visiting the Service Branch and making the requisition with the said branch during the visiting hours.
  - Branch Timings: 9.30 a.m. to 6.30 p.m. (Monday to Saturday) \*
  - Payment timings: 9.30 a.m. to 6.00 p.m. (Monday to Friday)\*  
9.30 a.m. to 4.00 p.m. (Saturday)\*  
\*Excluding Public Holidays and 1st Saturday of the month

The Customer requests as listed below with indicative Turn Around Time (TAT):

- Photo Copies of documents - 15 calendar days from date of placing request. Necessary administrative fee applies.
- Original documents will be returned within 30 calendar days from the date of closure / transfer of loan.
- Loan Account statement within 4 calendar days of the receipt of request.
- Reduction of EMI within 40 calendar days of the receipt of request.
- Any reversal of late payment charges (at the sole discretion of SMFG Grihashakti), within 45 calendar days of the receipt of request.
- All other type of Service requests - 30 calendar days from date of placing requests.

#### 26. Grievance Redressal

The Grievance Redressal process for SMFG Grihashakti will consist of a 3 level grievance Redressal mechanism to ensure complaints are treated in an efficient, transparent and fair manner. In case of instances where the Borrower is not satisfied with the services provided. The Borrower may contact SMFG Grihashakti for any complaint/ grievance; through any of the following channels. The Turn Around Time (TAT) to acknowledge/respond to the customer will be 7 days for all the 3 levels:

- Level 1:**
- By telephonic communication with the Contact Centre on our Toll Free number 18001021003;  
Timings: 9.30 a.m. to 6.30 p.m. (Monday to Saturday)\*  
\* Excluding Public Holidays & Fourth Saturday of every month
  - By Email: Grihashakti@grihashakti.com
  - By way of written letters addressed to Corporate Office at Adani Inspire, Unit No. 503 & 504, 5th Floor, Main Road, G Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051 OR Registered Office at Commerzone IT Park, Tower B, 1<sup>st</sup> Floor, No. 111, Mount Poonamallee Road, Porur, Chennai-600116, Tamil Nadu.
  - By physically visiting the Customer Service Officer at the Service Branch and make a requisition with the said branch during following visiting hours:  
Branch timings: 9:30 a.m. to 6:30 p.m. (Monday to Saturday) \*;  
Payment timings: 9:30 a.m. to 6:00 pm (Monday to Friday) \*; 9:30 a.m. to 4:00 p.m. (Saturday)\*  
\*Excluding Public Holidays and 1st Saturday of the month

**Level 2:** If the resolution received does not meet customers' expectations, customer may write to Complaints Management Cell @ CCRC@grihashakti.com and / OR Corporate office or registered office address as given above

**Level 3:** If customer is still dissatisfied with the resolution received, customer may write to Grievance Redressal Officer @ GRO@grihashakti.com and/or Corporate office or Registered office address as given above

In case the Borrower(s) is dissatisfied with the response received /or where no response is received, the Borrower(s) may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints in Online mode at the link <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at link <http://www.nhb.org.in/Grievance-Redressal-System> / Lodging-Complaint-Against-HFCs-NHB-Physical-Mode.pdf, to Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110003.

**It is hereby agreed that for detailed terms and conditions of the Loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/to be executed by them. The above terms and conditions have been read by the borrower/s/ read over to the borrower/s and have been understood by the borrower/s. The Borrower/s also acknowledge having received a duplicate copy of the above Most Important Terms & Conditions (MITC) and Key Fact Statement (KFS) document.**

Signature or thumb impression of Borrower/s confirming the acceptance of abovementioned terms and conditions and receipt of a copy of this document.

.....  
Borrower

.....  
Co - Borrower 1

.....  
Co - Borrower 2

.....  
Signature of the authorized Person of SMFG Grihashakti

*Note: Duplicate copy of the MITC and KFS should be handed-over to the borrower/s*