



### **Most Important Terms and Conditions (MITC)**

The Most Important Terms and Conditions of the Loan under Loan Account/Application Number ( ) agreed to by and between Grihum Housing Finance Limited (hereinafter referred to as 'Grihum' or "Lender") and Borrower and other Applicants (collectively referred to as the Borrower(s) are as under:

1. Loan

Sanctioned Amount:

2. Interest

(i) Type (Fixed or Floating or Dual/ Special Interest Rate):

(ii) Grihum Reference Rate (GRR) GRR(as on date):

(iii) If on Floating Rate, applicable Interest Rate:

(iv) If on Fixed Rate, applicable Interest Rate:

(v) If on Combined Rate, applicable Interest Rate (as on date):

(vi) Moratorium or Subsidy: Please refer to the Sanction Letter and the Loan Agreement for detailed terms and conditions on Moratorium or Subsidy, as applicable, to the Loan.

(vii) The Borrower understands that the rate of interest is determined by the Lender based on various factors including, but not limited to, cost of funds, benchmark rate, risk premium, income and employment profile, repayment capacity, existing financial obligations, credit history, loan-to-value ratio, nature and value of security/collateral, purpose of the Loan, regulatory requirements and such other factors as may be considered relevant by the Lender from time to time. Accordingly, different rates of interest may be charged to different borrowers or categories of borrowers.

(viii) The Borrower further agrees and acknowledges that the Lender shall have the right to revise, increase or decrease the applicable rate of interest and/or other charges during the tenure of the Loan on account of changes in benchmark rates, market conditions, cost of funds, risk assessment, regulatory requirements or any other factors considered relevant by the Lender. Any such revision shall be communicated to the Applicant through such mode(s) as may be deemed appropriate by the Lender and shall apply prospectively from the effective date specified by the Lender. Further details in relation to the interest rate framework are available on the website of Grihum Housing Finance Limited.

(ix) In case of floating rate loans or combined rate loans (for the period during which the Loan is linked to the Grihum Reference Rate ("GRR"), the applicable rate of interest shall be based on the GRR prevailing on the respective date(s) of disbursement. Grihum may review and revise the GRR from time to time in accordance with its internal policies, market conditions, cost of funds, regulatory requirements and other relevant factors. Any such revision in the GRR and/or applicable rate of interest shall be communicated to the Applicant through appropriate mode(s) of communication and shall apply prospectively from the effective date of such revision/reset, in accordance with the terms of the Loan Agreement.

(x) Accordingly, the applicable rate of interest and the repayment obligations under the Loan may increase or decrease during the tenure of the Loan. Upon any reset/revision of the floating rate of interest, the Applicant may be provided with one or more of the following options, subject to the applicable policy of the Lender – a) revision/enhancement of the EMI, extension of the loan tenor, or a combination of both; and/or b) prepayment or foreclosure of the Loan, either partly or fully, at any time during the tenure of the Loan, subject to applicable charges, if any, as per the terms of the Loan Agreement and applicable regulations.

(xi) The Borrower may also request conversion/switch of the Loan from floating rate to fixed rate, or from fixed rate to floating rate, subject to the internal policies and approval of the Lender. Such conversion/switch option may be allowed up to two times during the tenure of the Loan and shall be subject to payment of applicable fees, charges and other conditions as specified in the tariff sheet/schedule of charges of Grihum, as updated from time to time on its website and/or displayed at branches. Further, based on factors such as the Applicant's repayment track record, vintage of relationship and internal assessment, the Lender may, at its sole discretion, offer repricing/revision of the applicable interest rate. Any such repricing or switching of interest rate shall be subject to applicable fees, charges and the internal policies of the Lender prevailing at the relevant time.

(xii) The Lender shall have the right to revise, amend, introduce or modify any fee, charge or component of the tariff sheet/schedule of charges from time to time. Any such change shall be intimated to the Applicant through such mode(s) of communication as may be deemed appropriate by the Lender, and the revised charges shall apply prospectively from the effective date specified by the Lender.



**3. Instalment Types:** Monthly, unless otherwise mentioned in the Sanction Letter/ Loan Agreement.

**4. Equated Monthly Instalment (“EMI”):**

In case of partially disbursed cases, ‘Pre-Equated Monthly Installment’ (“PEMI”) to be paid on monthly basis on Due Date.

PEMI will be charged from the date of first disbursement to the date of commencement of EMI.

**5. Loan Tenure:** in months

**6. Purpose of Loan:**

**7. Fee and Other Charges:** As mentioned in Schedule of Charges annexed to the MITC

**8. Security/Collateral for the Loan:** The following property has been mortgaged as security for the Loan:

(i) Address of the Property:

(ii) Details of the Guarantor(s) for the Loan, if any:

(iii) Details of other Security(ies), if any:

**9. Insurance of the Property/Borrowers:**

a) Availing insurance is not a condition for sanction, disbursement or continuation of the Loan. The Borrower is advised, at his/her sole discretion, to obtain life and/or non-life insurance coverage in relation to the Loan from any insurance company or intermediary of his/her choice. For the convenience of Borrower, Grihum may facilitate enrolment under any group insurance scheme where the Lender acts as a master policyholder. The Applicant may choose to avail such insurance coverage voluntarily and entirely at his/her own option and consent. The Applicant is under no obligation to purchase any insurance product through the Lender and is free to procure insurance from any insurer, insurance intermediary or distribution channel of his/her choice. In case the Borrower opts for any insurance cover, the applicable premium and related charges shall be payable by the Borrower directly to the insurer or, at the specific request and authorization of the Borrower, may be paid/facilitated by the Lender, including through deduction from the loan amount, wherever instructed in writing. All insurance coverage shall be subject to the terms, conditions, exclusions and effective date mentioned in the applicable certificate of insurance and policy documents issued by the concerned insurer.

b) The Borrower/s is/are required to insure the property against all risks including fire, earthquake, and flood etc and make Grihum Housing Finance the sole beneficiary under the policy. The Borrower/s has/have to pay the premium in time and keep the policy alive at all times during the period of the loan and produce evidence thereof to HFC from time to time on his/her/their own. In the event the Borrower fails to procure the insurance policy referred above, the Grihum Housing Finance shall have option to procure insurance for the Property to preserve the property from destruction and recover the same from the Borrower.

**10. Conditions for Disbursement of the Loan:** As per terms and conditions mentioned in the Sanction Letter and the Loan Agreement.

**11. Recovery and Enforcement:** Notwithstanding anything to the contrary contained herein, in the event of any default in repayment and/or breach of any of the terms and conditions of the Sanction Letter, Loan Agreement or any other document executed/to be executed in connection with the Loan, whether prior to or after disbursement, the Lender shall:

- be entitled to initiate appropriate actions for recovery and enforcement strictly in accordance with applicable laws, including but not limited to the provisions of the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (“**SARFAESI Act**”) and the rules framed thereunder, as amended from time to time.
- Issue such written notices as may be required under applicable law prior to initiation of legal proceedings and/or enforcement of any security interest created in its favour. Any notice issued by the Lender and sent to the Applicant’s last updated address (as available in the records of the Lender) shall be deemed to have been duly served and shall



constitute valid compliance with the applicable notice requirements, and the Applicant shall not dispute the validity of such service on any ground whatsoever.

## 12. Customer Services:

- a) Office Visiting Hours – Monday to Saturday (Except 1st and 2nd Saturday of the Month) from 10:00 AM to 5:00 PM on all days.
- b) Contact Person- Customer Service Desk
- c) Procedure to obtain various documents- Customer need to call on help line 1800 2663204 on Monday to Saturday from from 9:00 A.M. to 7:00 P.M or can write us on [customercare@griumphousing.com](mailto:customercare@griumphousing.com)
- d) Turn Around Time (TAT) for obtaining the following documents:
  - To retrieve SOA – 30 working days on mail and mailing address.
  - To retrieve copy of documents -15 working days on mail & 17 working days on mailing address
  - To retrieve original property documents on closure/ transfer of the Loan- Within a period of 30 days after full repayment/ settlement of all loan related dues, the Lender shall release all original property/ title documents submitted by the Borrower and take actions/ file charge satisfaction form with relevant registry to remove charges registered, wherever applicable. The original property/ title documents will be handed over to the Borrower either at branch of the Lender from where the loan account was serviced or any other branch of the Lender where the loan documents are available, as per your preference, post confirmation call.

**13. Grievance Redressal:** In case of any query, service request or grievance, the Applicant may approach the Lender as below:

- a) through the grievance redressal mechanism available on its website at <https://griumphousing.com/grievance-redressal/>, as updated from time to time, or
- b) by calling 1800 266 3204 (between 9:00 a.m. and 7:00 p.m., Monday to Saturday, excluding 1st and 2nd Saturdays and national holidays) or
- c) by emailing [customercare@griumphousing.com](mailto:customercare@griumphousing.com) (mentioning Loan Account Number and Contact Number).

The Lender shall endeavour to resolve grievances within 7 working days of receipt of written complaint or within 48 hours of email and shall communicate reasons for any delay.

If the Applicant is not satisfied with the response, the matter may be escalated to

- a) [head.customercare@griumphousing.com](mailto:head.customercare@griumphousing.com) and thereafter to
- b) [nodalofficer@griumphousing.com](mailto:nodalofficer@griumphousing.com).

In case the grievance remains unresolved within one month from the date of first complaint or the Applicant remains dissatisfied, the Applicant may approach the National Housing Bank through:

- a) <https://grids.nhbonline.org.in> or by submitting a complaint in the prescribed format available at <https://www.nhb.org.in/grievance-redressal-%20officer/> or
- b) writing to The Grievance Redressal Department, National Housing Bank, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003.

**14. Acknowledgment and Consent to Co-Lending and Assignment :** Grihum Housing Finance Limited shall have the right, at its sole discretion, to enter into co-lending, co-origination, assignment, participation or similar arrangements with banks, non-banking financial companies, housing finance companies or other permitted financial institutions including but not limited to The National Housing bank (NHB) for the purpose of providing or financing the Loan, in whole or in part, in



accordance with applicable laws and regulatory guidelines; and by accepting the Sanction Letter, the Applicant/Borrower acknowledges and agrees that a part of the Loan may be funded, assigned, transferred or participated and the Applicant/Borrower hereby expressly consents to such arrangement, assignment, transfer, disclosure and sharing of information/documents relating to the Loan, subject to the terms of the Loan Agreement, applicable regulations and this Most Important Terms and Conditions (MITC) document.

**15. Brief Procedure for Recovery of Overdue:** Grihum shall issue written Notice or Notices to the Borrower/s before initiating legal process including court proceedings to recover over dues or the entire outstanding loan with unpaid dues and charges, as the case may be. However, though not obliged, Grihum may, in its sole discretion, give personal or telephonic or written reminders or intimation to the Borrower/s prior before the above action (the cost of which would be solely borne by the Borrower). However, Grihum shall not give any notice, reminder or intimation shall be given to the Borrower regarding his/her obligation to pay the sums payable under the Loan and it shall be the sole responsibility of the Borrower to ensure that the sums payable under the Loan are paid on time. In relation to the recovery of the sums due to Grihum, Grihum may exercise such rights as available to it under the Applicable Law for the time being in force, as it deems necessary.

**16. Date on which annual outstanding balance statement will be issued:** Grihum will make accessible to the borrowers, through a suitable electronic mode, loan statement at the end of each quarter. Customer may make a request for physical copy of the loan statement. Such physical statements will subject to applicable charge as mentioned in the Tariff Sheet/ Statement of Charges attached herein, which is subject to change from time to time.

**17. The following conditions shall be applicable for Home Loans:** The Borrower(s) shall:

- a) Pay the Margin Money/own contribution amount (total cost of flat less the loan amount), as specified in the Sanction Letter.
- b) Ensure that all user, conversion /development charges and taxes as required by the regulatory/development authority are paid by the borrower from time to time and submit the evidence of the same in the form of receipts to the lender.
- c) Regularly provide the Lender 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.
- d) Ensure (by submission of architecture's certificate and affidavit) that construction being undertaken is as per the approved/sanctioned 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).
- e) Ensure submission of completion certificate to be issued by the concerned regulatory/development authority. The architecture certificate that construction has been completed as per the sanctioned plan.
- f) Satisfy Grihum on the utilization of the proceeds of any prior disbursements of the Loan amount and provide adequate proof of the same.

**18. Liability towards payment of taxes:** All payments or sums due and payable by the Borrower shall be subject to Applicable Taxes. For the purpose of this clause, 'Applicable Taxes' shall mean any and all present or future taxes, levy, impost, duty, stamp duty charge, fee, deduction or withholding in the nature of tax, or interest or penalty or surcharges, cess or fines in respect of any of the items referred to above, wherever imposed, levied, collected, withheld or assessed by any government authority (including without limitations, obligations to withhold tax/deduct tax at source), whether on any transaction, transaction documents, financing or facility extended, acquisition or provision of property, any sum of money or consideration payable in respect of any transaction or any part thereof, or otherwise, pursuant to the applicable laws, and shall include any loss of tax benefit, deduction, credit or set-off;

19. The MITC mentioned here are merely indicative and not exhaustive. The Loan shall be governed by the Loan Documents. In the event of a contradiction between the terms and conditions set out here in below and the Loan Documents, the terms and conditions of the Loan Documents shall prevail.

20. **Disclosure:** Grihum shall be authorized to disclose from time to time any information relating to the loan to any Credit Bureau (existing or future) approved by Govt. of India or any other authority as may be required from time to time without any notice to the Borrower(s).



The Borrower(s) hereby acknowledge and confirm that they have read, understood and accepted the terms and conditions of this MITC issued by the Lender, including, inter alia, the Sanction Letter, the sanctioned loan amount, tenure, nature of the rate of interest (fixed/floating), the effective rate of interest, and all applicable charges (including refundable and non-refundable charges) as set out therein.

The Borrower(s) further confirm that the aforesaid terms and conditions have been clearly explained to them in a language understood by them, all clarifications sought have been satisfactorily addressed, and they agree to be bound by the same.

In token of such acceptance, the Borrower(s) hereby affix their signatures (physically or using the electronic mode of signing) as below:

For Grihum Housing Finance Limited  Authorized signatory	Borrower(s):  Borrower(s) / Co-Borrower(s) signature
	Guarantor(s)  Guarantor(s) signature

**Tariff Sheet /Schedule of Charges (\*please refer to the Notes below)**

S. No.	Nature Of Charges	Amount ^	Important Remarks
1.	<b>Non-Refundable</b> Login Fee / Initial Money deposit (IMD)	Up to Rs 5000/-	The amount shall be paid before disbursement or adjusted from the first disbursement, subject to customer consent and at the option of the Lender, in one or more tranches
2.	<b>Non-Refundable</b> Processing Fees and Administrative Charges	Up to 2.50% of the sanctioned loan amount subject to minimum Rs 2000/- as Processing Fees.	Payable upfront in one or more tranches at the option of the Lender or to be deducted from the disbursement amount as per the request of the customer
3.	<b>Non-Refundable</b> Stamp Duty and Document Registration Charges	Payable at actuals on the rates, as applicable on the date of such payment, as per respective state laws.	The amount shall be paid before disbursement or adjusted from the first disbursement, subject to customer consent and at the option of the Lender, in one or more tranches and as applicable on each of the respective documents
4.	Cancellation or re-booking of loan	Rs 5000/- per instance of cancellation or re-booking	Payable upfront along with a request for cancellation or re-booking of the loan.
5.	Repayment instrument/mandate bounce charges (Cheque, ACH, ECS, E-Nach etc)	Rs 600/-	Charged per instrument/mandate per instance
6.	Interest on Overdue Instalment	Interest on overdue instalments shall be levied on the unpaid amount from the due date until the date of remediation and shall be charged at the applicable interest rate of the respective loan prevailing at the time of such default in repayment of the instalment or any part thereof	This interest shall not be compounded.
7.	Penal Charges for delay in payments of outstanding dues	24% per annum i.e., 2% of the overdue/ default amount for each month of delay/ default in payment of outstanding dues/ EMI/ Instalment/ Pre- EMI	Penal Charges shall be in addition to interest on overdue instalment.
8.	Charges for switching from floating to fixed interest rate and vice-versa; or Repricing of the Loan	up to 3% on the outstanding principal amount	This shall be charged on each instance of an interest-rate switch or re-pricing of the loan
9.	Part payment charges & Pre-payment/ Foreclosure Charges (Applicable on outstanding principal amount at the time of closure	*Please refer to the table for Part payment & Pre-payment/Foreclosure charges added at the bottom in this Tariff Sheet/Schedule of Charges (SOC).	For Dual Rate loans (fixed for initial period and then floating), the Foreclosure / Part Payment charges will be applicable as per the status (fixed/floating) on the loan as on Foreclosure/Part Payment Day.
10.	Re-payment instrument swap fee for changing repayment instrument/NACH	Rs 500/-	The amount shall be charged per instrument for each incident of swapping
11.	Charges for issuance of Statement of Account	Rs 500/- per statement	Customers shall be entitled to a free of cost statement of account once every quarter. Charges will be levied for any additional



			request of issuance of statement of account in a quarter.
12.	Charges applicable for issuing duplicate copies of documents, including the Interest Statement, NOC, Foreclosure Letter, Welcome Letter, Amortization Schedule, and Loan Agreement, except where an annual statement is issued or where the Loan Agreement copy was provided with the Welcome Letter at the time of disbursement.	Rs 250/- for soft copy shared through Email or Digital Link and Rs 550/- for issuance of hard copy of any of the documents	Charges will be levied and payable upfront along with a request for issuance of any such document.
13.	Charges for issuance of List of Document (LOD)	Rs 500/-	Charges shall be applicable per instance of issuance of LOD
14.	Charges for issuance of Foreclosure Letter (FCL)	Rs 500/-	FCL will be issued within 21 days from the date of payment of the applicable charges. Charges shall be applicable per instance of issuance of FCL
15.	Customer Collection Visit Charges (for recovery of overdue amounts)	Rs 500/-	Charges will be applicable per visit for collection of dues from the residence or office or any other place as confirmed by the customer.
16.	Charges for creation of CERSAI	Rs 50/- plus for loan amount up to Rs 5 lakhs and Rs100/- for loan amount above Rs 5 lakhs	These are applicable for creation of the charge in Favor of the Lender on the CERSAI portal
17.	Charges for Non-Submission of KYC-OVD within 90 Days (Where D-OVD was submitted at disbursal).	Rs 500/- per month	These charges shall be levied per month of delay beyond the allowed timelines for submission of OVD and will be discontinued from next Calendar Month from date of curing
18.	Charges for legal and other incidental expenses incurred for the recovery of outstanding dues	At Actuals	All expenses incurred at actuals shall be charged from customers
19.	Charges for Non-Submission of Title Document/ Security perfection document / MODT / MOE/ Mortgage Deed/ RC Charge creation wherever applicable and /or any other Post Disbursement Document (PDD)	Rs 3000/- per month of delay	Charges shall be applicable after trigger date/due date for submission as per PDD Letter issued and acknowledged by the customer before first date of disbursement. This charge shall be discontinued from the next calendar month following the date of curing.

**\*Foreclosure/Part Payment Charges applicable**

Loan Type	Charges applicable on Pre/Foreclosure *	Charges applicable on Part Payment *
Individual Housing Loans (Floating ROI)	NIL	NIL
Individual Housing Loans (Fixed ROI)	1. ** Own Funds – NIL 2. Closure with funds borrowed from a bank/HFC/NBFC and/or any other financial	NIL

**Grihum Housing Finance Limited**



	institution - 4.00% of the Principal Outstanding on the date of payment.	
Non-Housing Loan Business Purpose (Floating ROI)	Up to ₹50 lakhs sanction amount – Nil. Above ₹50 lakhs – 4.00% of the principal outstanding as on the date of payment.	*4.00% of the amount paid as Part Payment
Non-Housing Loan Other than Business Purpose (Floating ROI)	NIL	NIL
Non-Housing Loan Business Purpose (Fixed ROI)	*4.00% of the Principal Outstanding on the date of payment.	*4.00% of the amount paid as Part Payment
Non-Housing Loan Other than Business Purpose (Fixed ROI)	*4.00% of the Principal Outstanding on the date of payment.	*4.00% of the amount paid as Part Payment

\*Taxes as applicable shall be payable in addition to the Pre-Payment Charges

\*\*The expression “Own Funds” for the purpose means any source other than by borrowing from a bank/HFC/NBFC and/or any other financial institution

**Note:**

1. The charges listed above are indicative and may be revised by the Company from time to time. Any changes applicable to you will be communicated in advance.
2. Customers are encouraged to check the Company’s website periodically for updates to the Schedule of Charges or to confirm the charges applicable on a given date.
3. ^ Any applicable taxes (including GST) or statutory levies on the above charges will be applied separately at the prevailing rates on the date of such levy and will be non-refundable.
4. These charges are in addition to the other terms, conditions, and covenants set out in the loan transaction documents, including but not limited to the Sanction Letter, KFS, and the Loan Agreement.
5. In case of floating rate loans or combined rate loans (for the period during which the Loan is linked to the Grihum Reference Rate (“GRR”), the applicable rate of interest shall be based on the GRR prevailing on the respective date(s) of disbursement. .
6. All applicable taxes, duties and levies would be additionally levied on the above charges from time to time as per the applicable law.
7. The Lender have the right to revise, increase or decrease the applicable rate of interest and/or other charges during the tenure of the Loan on account of changes in benchmark rates, market conditions, cost of funds, risk assessment, regulatory requirements or any other factors considered relevant by the Lender. Any such revision shall be communicated to the Borrower through such mode(s) as may be deemed appropriate by the Lender and shall apply prospectively from the effective date specified by the Lender. Further details in relation to the interest rate framework are available on the website of Grihum.
8. The Tariff Schedule/Schedule of Charges provided by Grihum Housing Finance Limited is indicative and not exhaustive. The fees, charges and the applicable Grihum Reference Rate (“GRR”) mentioned therein are based on the rates prevailing as on the date of issuance and may be revised, modified, introduced or withdrawn by the Lender from time to time in accordance with its internal policies and applicable regulations. Any such changes shall be communicated to the Borrower through appropriate mode(s) of communication, including display on the Lender’s website, branch notice boards, SMS, e-mail, electronic communication, telephone calls or written notice,

