



MOST IMPORTANT TERMS AND CONDITION (MITC)

Date: 13/07/2015

To,

Borrower :

Address :

:

Co-borrower(s) :

Address :

:

Loan Account Number:

Please find below a brief of the important terms and conditions pertaining to the above mentioned Loan Account Number.

1. Loan Details

- a. Loan amount sanctioned :
- b. Purpose of loan :
- c. Rate of Interest (fixed) :
- d. Type of Interest :
- e. Periodicity of interest :

2. Fee and other charges

- a. Processing fee :
- b. Service tax on PF :
- c. Legal and Technical Fee :
- d. Service tax on Legal fee :
- e. Prepayment charges :
- f. Photocopy of title document :
- g. Cheque bounce charges :

3. Security for the loan

- a. Security : Equitable/Registered Mortgage/Lien Marked
- b. Property Description :
- c. Guarantors :

4. Insurance related

- a. Credit Shield assigned in Company's favour from :
- b. For detailed terms and conditions please refer to the policy document of the insurance Company
- c. Insurance is a subject matter of solicitation :

5. Condition for disbursement

- a. The loan shall be disbursed subject to satisfactory legal and technical scrutiny and submission of relevant documents along with post-dated cheques or ECS mandate in favour of the Company.
- b. Pre EMI interest will be charged during moratorium period.



- c. Submission of approved plan or construction approval from Panchayat
 - d. Specific conditions from Sanction Letter
6. Repayment of loan and interest
- a. EMI Amount
 - b. Tenure
 - c. Moratorium
 - d. Repayment Periodicity
 - e. Rate Revision: with 30 days advance notification, the lender will be entitled to modify and vary the rate of interest from and upon such revision the borrower/s agrees to pay the revised rate of interest. Interest rate as determined by the company from time to time shall be final on the customer.
7. Recovery of overdue
- a. The Company may contact the customer directly or through its authorized Business Associate for intimation of overdue amount which will be followed by Dunning Letter.
 - b. In case the payment is not received after follow up, the loan can be recalled and Notice to that effect is sent to the customer
 - c. The Company may also exercise the option of taking legal recourse for cases where the payments are overdue or the payment instruments have been returned.
8. Customer service – Contact Points

Branch

- a. Contact official : Branch Nodal Officer
- b. Address/contact details : Kindly refer to our website <https://sphm.co.in>
- c. Visiting hours - Branches : 10:30 am to 4:30 pm Monday-Saturday. Sunday & Second Saturday Holiday.

Regional office

- Contact official : Regional Office Nodal Officer
- a. Address/contact details : Kindly refer to our website <https://sphm.co.in>
 - b. Visiting/contact hours - Branches : 10:30 am to 4:30 pm Monday-Saturday. Sunday & Second Saturday Holiday.

Central Customer Service

- Contact official : Customer Service Executive
- a. Address - CPC : Kindly refer to our website <https://sphm.co.in>
 - b. Email ID : customercare@sphm.co.in
 - c. Contact number : +91

Procedure to obtain any documents/request/clarification

- a. You may choose to reach us for any clarification, request or any statement request through any of the aforesaid contact points.
- b. Timelines for general requests (kindly contact our representative for details/request other than listed below)
 - Statements/clarification request : 01 working day
 - Address changes/Payment mode changes/refund etc. : 07 working days
 - Document retrieval (Post maturity/closure) : 21 working days



9. Grievance Redressal

You may contact the Grievance Redressal Officer in case you are not satisfied with the response or if you wish to lodge your grievance:

Contact official : Grievance Redressal Officer
Email ID : grievance@sphm.co.in
Contact Number : +91 97101 88855 / +91 712 2585800

In case your grievance is not attended to or the grievance is not addressed to your satisfaction, you may choose to contact the Complaint Redressal Cell at National Housing Bank (NHB) at the following address

Complain Redressal Cell,

Department of Regulation and Supervision
National Housing Bank,

4th Floor, Core 5A, India Habitat Centre,
Lodhi Road, New Delhi – 110 003

Online link for registration of complaints <https://grids.nhbonline.org.in/>

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 by Shri/Smt/Km
of the Company and have been understood by the borrowers.

Signature/thumb impression of borrower(s)

Signature of the authorized persons of lender