



Housing  
Finance

**MOST IMPORTANT TERMS AND CONDITIONS (MITC)  
ACKNOWLEDGMENT FORM  
(Please read carefully)  
For Housing Loan / Non-Housing Loan**

The Most Important Terms and Conditions ("MITC") of the loan between the Borrower/s and Adani Housing Finance Private Limited, a Company incorporated under the Companies Act, 2013 bearing Corporate Identity Number: U65999GJ2017PTC098960 and having its registered office at 801 Shikhar Complex, Srimali Soc., Navrangpura, Ahmedabad, Gujarat- 380009 (herein after referred to as "AHFPL or Lender or the Company") as mentioned below are to be read in conjunction with the terms contained in the Offer Letter and the Loan Agreement and any other document(s) (hereinafter collectively referred to as the "Transaction Documents") which you have executed (jointly or severally as may be applicable) with AHFPL. The MITC mentioned herein is indicative and not exhaustive.

The nature and/or quantum of the fees/charges/levies mentioned herein may undergo review/modification at the time of actual application, as per the then prevailing policies of AHFPL in compliance with regulatory guidelines, as may be updated by AHFPL in its MITC from time to time.

The Borrower shall be required to keep himself/herself updated of such changes through our website <https://www.adanihousing.in>. For loan specific details pertaining to the loan amount, interest rates and repayment details, refer to the schedule of the Loan Agreement and/or the Offer Letter.

Application Form Number: \_\_\_\_\_

Loan Account Number: \_\_\_\_\_

(For Office Use Only)

This is with reference to the Housing/ Non-Housing loan (Loan Against Property) Agreement dated \_\_\_\_\_ executed between \_\_\_\_\_ (the Borrower) and Adani Housing Finance Private Limited (AHFPL). The following are the Major Terms and Conditions with respect to the aforesaid loan availed by borrower:

<b>1</b>	<b>Loan</b>	
	Sanctioned Amount	Rs. _____ /
<b>2</b>	<b>Interest</b>	
	I) Type (Fixed or Floating or Dual/Special Rate) :	
	II) Interest Chargeable AHFPL PLR +/- ____% p. a. = ____% p. a. As on the date of execution of this Agreement AHFPL PLR is ____%	

	III) Moratorium or Subsidy:	
	IV) Date of reset of Interest :	
	V) Modes of Communication of Changes:	Via letters / mail(s)/ SMS
<b>3</b>	<b>Installment Types</b>	Monthly
<b>4</b>	<b>Loan Tenure/Total No of EMIs</b>	_____ months/_____ EMIs (Subject to change with a change in Prime Lending Rate (PLR), in case of Floating/Adjustable Rate of Interest)
<b>5</b>	<b>Purpose of Loan</b>	a. Purchase b. Construction c. Repair, renovation & extension d. Plot cum construction e. Others
<b>6</b>	<b>Fees and Other Charges</b>	
	<b>I) On Application</b> (UPFRONT CHARGES /CHARGES BEFORE DISBURSEMENT)	
	a. Admin Charges	Upto 3%+GST(on the sanctioned value) to be collected before disbursement or deducted from first Disbursement
	b. Stamp Duty and Registration Charges	As per applicable law of the state
	c. Documents handling charges	Rs 3,000/- (On sanctioned Value) to be collected before disbursement or deducted from the disbursement
	d. Technical and Legal Fees	Rs 4,000/- per property offered as mortgage + GST
	e. CERSAI: At the time of disbursement: Creation of charge	Rs 100 + Applicable GST for loans above Rs 5 lakh Rs 50 + Applicable GST for loans upto Rs 5 lakh
	<b>II) During the term of Loan</b>	
	a. CERSAI Charges: At the time of Modification of charge (in case of Top up	Rs 100 + Applicable GST for loans above Rs 5 lakh Rs 50 + Applicable GST for loans upto Rs 5 lakh.
	<b>b. Technical Fees in case of Disbursement of Loan in Tranche</b>	In case of Home Loan disbursal in tranches, Rs. 500/-+GST will be charged per property towards Technical Fees from disbursement of second tranche onwards.  (This fees is applicable only for Home Loan taken for Under Construction Property and disbursement in tranches).

	<b>c. Cheque/ NACH/ E-NACH Bounce Charges (Per Instrument/Transaction)</b>	Cheque return charges of Rs 1000/- + GST as applicable as per instrument is payable in case of a dishonored cheque or NACH/ E-NACH
	<b>d. Copy of Property Documents</b>	Rs. 500+GST
	<b>e. Charges for missed due date</b>	Rs. 200 + GST
	<b>f. Cancellation Charges/Fees</b>	If request received within 7 days of the disbursement - Only Rs.1,000/- + GST, if received after 7 days of the disbursement - Rs 1,000/- + GST & PEMI till the cancellation request
	<b>g. Document retrieval charges</b>	Rs. 500 + GST
	<b>h. Duplicate Annual Account Statement</b>	Rs. 500 + GST
	<b>i. Each personal visit to customers place for collection of dues</b>	Rs. 250 + GST
	<b>j. Disbursement cheque cancellation &amp; re-issuance</b>	Rs. 1,000/- + GST & PEMI will be charged
	<b>k. Cheque/ NACH/ E-NACH swapping Charges (per set):</b>	
	PDC to PDC:	Rs. 1,000 +GST
	PDC to NACH/ E-NACH	NIL
	NACH/ E-NACH to NACH/ E-NACH	Rs. 1,000 +GST
	NACH/ E-NACH to PDC	Rs. 1,000 +GST
	<b>III) Charges for Part or Full Prepayment or Foreclosure of Loan</b>	
	<b>A. Home Loan Cases:</b>	
	a. Where the loan sanctioned to <b>Individual Borrower</b> with or without co-applicant at <b>Floating Rate</b> of Interest:	NIL
	b. Where the loan sanctioned to <b>Individual borrower</b> , with or without co-applicant at <b>Fixed Rate</b> of Interest, <i>provided the Prepayment/Foreclosure is done through *own sources:</i>	NIL

	<p>c. Where the loan sanctioned to <b>Individual borrower</b>, with or without co-applicant at <b>Fixed Rate</b> of Interest, <i>provided the Prepayment/Foreclosure is done through *other than own sources</i></p> <p style="text-align: center;"><b>OR</b></p> <p>Where the loan sanctioned to Non-Individual, with or without co-applicant at <b>Fixed Rate of Interest</b> or <b>Floating Rate of Interest</b>, <b>irrespective of Prepayment/Foreclosure is done through *own sources or other than own sources:</b></p>	<ul style="list-style-type: none"> <li>- 5% + GST as applicable in Pre-closure charges would be levied on principle outstanding &amp; all part prepayments done in case loan is closed within 12 months of the first disbursement.</li> <li>- 3% + GST as applicable in pre-closure charges would be levied on principle outstanding &amp; all part prepayment done in last 12 months in case loan is closed after 12 months of the first disbursement. Non Individual Home loan would attract the same charges as mentioned above.</li> </ul>
	<p><b>B. <u>Loan Against Property (LAP)/Other than Home Loan Cases</u></b></p> <p>In case of the Loan Against Property /Other than Home Loan Cases, given to Individual or Non-Individual, whether given at Fixed Rate or Floating Rate of Interest, whether the <i>Prepayment/Foreclosure is done through *own sources or other than own sources :</i></p> <p>Note: * <b>Own Sources</b>, means any source of funds other than borrowing from a Bank/Housing Finance Company/Non-Banking Financial Company/ Financial Institution.</p> <p>Meaning of <b>Other than Own Sources</b> will be construed accordingly.</p>	<ul style="list-style-type: none"> <li>- 5% + GST as applicable in Pre-closure charges would be levied on principle outstanding &amp; all part prepayments done in case loan is closed within 12 months of the first disbursement.</li> <li>- 3% + GST as applicable in pre-closure charges would be levied on principle outstanding &amp; all part prepayment done in last 12 months in case loan is closed after 12 months of the first disbursement. Non Individual Home loan would attract the same charges as mentioned above.</li> </ul>
	<p><b>C. <u>Other Charges at the time of Prepayment/Foreclosure of Loan:</u></b></p> <p><b>a.</b> Cash collection charges:</p> <p><b>b.</b> CERSAI: At the time of Loan closure :- Satisfaction of charges(removal of lien):</p> <p><b>c.</b> Document custodian fees:</p> <p><b>d.</b> Duplicate No dues Certificate</p> <p><b>e.</b> Loan repayment/closure(fully) statement/SOA/Repayment schedule charges</p>	<p>-</p> <p>Rs 5/- per thousand for cash collection + GST (For Both Home Loan and Non-Home Loan/LAP cases)</p> <p>NIL</p> <p>Rs 500 + GST per month (Chargeable after 30 days of closure in the loan account)</p> <p>Rs. 500+GST</p> <p>Rs. 500 + GST</p>



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	<b>IV) Fees refundable, if loan not sanctioned/disbursed</b>	As per Loan Application FORM
	<b>V) Conversion charges for switching from floating to fixed interest and vice-versa</b>	Please refer to the website/branch official for charges as applicable at the time of conversion.
	<b>VI) Penalty for delayed payments</b>	
	Late payment interest	3% per month compound for number of days delayed in PEMI/EMI
7	<b>Security/ Collateral for the Loan</b>	
	a. Details of Mortgage of properties in favour of Adani Housing Finance Pvt Ltd	As per Loan Agreement
	b. Details of Guarantee & Guarantor(s)	
	c. Other Security (If any)	As per Loan Agreement
8	<b>Insurance of the Property &amp; Borrower(s):</b>	
	a. Insurance of the Borrower	Requirement: To ensure and protect the Life of borrower  Features: Life coverage of the Insured
	b. Insurance of the Property	Requirement: To ensure that the 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 due to earthquake, fire, flood, explosion, storm, tempest, etc.
9	<b>Condition for Disbursement of Loan:</b>	To comply with all preconditions for disbursement of the loan as mentioned in the Sanction Letter.  The disbursement of the facility is subject to conditions agreed upon & detailed in the Facility agreement shared with you.
10	<b>Repayment of the Loan &amp; Interest</b>	
	a. EMI (Rs) _____	_____ (Subject to change in PLR, in case of Floating/Adjustable Rate of Interest)
	b. Date of Commencement of EMI	
	c. Due date for payment of EMI cycle	
	d. Procedure for intimation of the changes in the Rate of Interest/EMI	In the event of any change in the Rate of Interest/EMI, we will communicate the same to you through advance intimation by way of letter at the last known address as updated in our records or through updation on (Website)/SMS/registered email/Other source of communication.
11	<b>Brief procedure to be followed for Recovery of overdues:</b>	



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	a. Up to two PEMI/EMI outstanding	You will be informed via SMS, Phone call or our representative would be visiting personally
	b. More than two PEMI/EMI outstanding	Along with point a, legal notice will be sent informing PEMI/EMI overdues
	c. More than three PEMI/EMI outstanding	Total loan recall notice will be sent & legal proceedings are started.
12	<b>Date on which annual outstanding balance statement will be issued</b>	Within 30 days of closure of financial year
13	<b>Customer Services</b>	
	a. Visiting Hours at office / Branch	*Monday to Friday 9:30 AM to 6:30 PM *Saturday 9:30 AM to 1:30 PM (*Except Public Holiday)
	b. Detail of Person to be contacted for customer service	In case of queries related to your loan account, you can contact to Customer Service Officer at 18002100444 or send an email at <a href="mailto:ahfpl@adani.com">ahfpl@adani.com</a>
	c. Procedure to obtain following including timeline therefore:	
	i. Statement of Account (SOA)	SOA are provided on request within 7 working days
	ii. Photocopy of the title documents	The copy of title documents are provided within 15 working days on request on chargeable basis as prescribed in Charges Sheet mentioned above.
	iii. Prepayment and Return of Original documents on closure/ transfer of the loan	The process for prepayment to be initiated through written request via letter at the branch. The procedure for returning original documents on foreclosure of loan will require 15 working days after realization of payment and completion of required formalities.

**I/WE ACKNOWLEDGE THAT [Acknowledgment by Customer(s)]:**

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 conditions of the contract will be as per the loan agreement.
3. This offer is valid for 60 days in case of housing loans and 30 days in case of non-housing loans, subject to submission and fulfillment of all required document for the proposed loan.
4. Company may withdraw this offer, if any information/document including the Know Your Customer (KYC) or Customer Due Diligence Documents, provided to the Company are incomplete or seems doubtful.
5. I have read the agreement carefully for executing the same.



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#### **14. CUSTOMER GRIEVANCE MECHANISM:**

Adani Housing Finance Pvt Ltd, we believe in providing the best of services to our customer, We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

##### **Level 1**

If you have any grievances/ complaints, Walk-in at Branch and write to the branch manager or call on our toll free number at 18002100444. The complaint will be addressed as soon as it is received.

##### **Level 2**

If the customer is not satisfied with the resolution provided or his/her queries is not solve within 15 days, the customer may escalate to: [compliance.ahfpl@adani.com](mailto:compliance.ahfpl@adani.com)

##### **Level 3**

If the customer is not satisfied with the resolution provided at Level 2 or his/her queries is not solved within 15 days, the customer may escalate to:

Grievance Redressal Officer (Mr. Viral Shah)  
Adani Housing Finance Private Limited  
Corporate Office;  
1004/5, C-Wing, One BKC,  
C-66, G – Block, Bandra Kurla Complex,  
Bandra East, Mumbai 400 051.

##### **Level 4**

In case of non-addressal of the complaint to the customer's satisfaction, within a reasonable time frame from the above quarters, the customer may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in online mode at the link <https://grids.nhbonline.org.in/>

Or may write to :  
National Housing Bank.  
Complaint Redressal Cell.  
Department of Regulation & Supervision.  
National Housing Bank. 4th Floor,  
Core 5A, India Habitat Centre,  
Lodhi Road. New Delhi - 110 003

It is hereby agreed that for detail 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.



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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 borrower(s).

**"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"**

Borrower(s) Name:1. \_\_\_\_\_

2. \_\_\_\_\_

Guarantor(s)Name: \_\_\_\_\_

<p><b>Borrower(s) Signature/Thumb impression:</b></p> <div data-bbox="219 1003 558 1203" style="border: 1px solid black; height: 95px; width: 209px;"></div>		<p>Authorized Signatory <b>For and on Behalf of Adani Housing Finance Pvt. Ltd.</b></p> <div data-bbox="902 972 1416 1100" style="border: 1px solid black; height: 61px; width: 316px;"></div> <p>Name: _____</p> <p>Designation: _____</p>
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Date: DD/MM/YYYY

Place: