

File no: \_\_\_\_\_

Customer ID: \_\_\_\_\_

Major Terms and Conditions of the housing loan agreed to between Shri/Smt. \_\_\_\_\_  
 \_\_\_\_\_ (borrower and GIC Housing Finance Ltd. are as under.

**1. Loan:**

- Loan Amount: ₹. \_\_\_\_\_/-  
(Rupees \_\_\_\_\_ only.)
- Purpose of Loan :
- \_\_\_\_\_ months.  
(However, during the pendency of loan, the EMI/Tenure may get changed depending on increase/decrease in interest rate in case of Loan under floating rate of interest)

**2. Fee and Other Charges: (Applicable charges to be filled by branches, if charges are NIL say "NIL")**

- Processing Fees: ₹. \_\_\_\_\_/-
- Administrative Fees: ₹. \_\_\_\_\_/-
- Conversion Charges: \_\_\_% of Loan outstanding + Service tax.
- Part / Pre-payment charges : NIL
- Cheque / ECS dishonor Charges: ₹. \_\_\_\_\_/- + Service tax.
- Document retrieval Charges: ₹. \_\_\_\_\_/-
- Statement of account: Provisional IT Certificate, Final IT Certificate, Status report  
For Current Year FREE, Subsequently ₹. \_\_\_\_\_/- per documents + service tax.
- Copies of Security Documents : ₹. \_\_\_/- per page + Service tax.
- Recovery Charges Default installments:  
1 – 2 months ₹. \_\_\_\_\_/-  
3 - 12 months \_\_\_% per installment  
13 - 24 months \_\_\_% per installment  
25 months and above \_\_\_% per installment
- Recovery Charges under Securitisation: Actual Expenses.
- CERSAI charges  
For loan up to 5 lakhs : ₹. \_\_\_\_\_/- plus service tax.  
For Loan above 5 lakhs : ₹. \_\_\_\_\_/- plus service tax.

**3.**

- Schedule of the property (as per Agreement / Sale Deed)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- Guarantee: Name of the Guarantor(if any) \_\_\_\_\_
- Other Security: (if any LIC, etc.) \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

**4.**

EMI : ₹. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only.)  
 Numbers of installments \_\_\_\_\_ months.

PEMIs and EMIs may be repaid through Electronic Clearing Service (ECS) method at the end of the month or post dated cheques (for PEMI cases only).

Intimation about the changes in the rate of Interest / EMI will be given by way of Letters/ Emails / SMS's.

## 5.

Over due by 1 or 2 months and upto 3 months: Reminding the Borrower over phone and follow up over phone/ SMS's and email.

Over due by 4 months: Officers visit the Borrower personally and warn him about the possible action.

Over due by 5 months: the Guarantor (if any) put on notice by letters to pay the amount immediately.

Over due by 6 months: Take steps to recover the dues by taking action under SARFAESI Act.

Issue Demand Notice under section 13(2) of the SARFAESI Act, 2002

If there is no payment from Borrowers and/or Guarantor, after expiry of 60 (sixty) days from the date of issuing of notice u/s 13(2) or publication of the said notice, whichever is later, Branch Office through its Authorised Officer can take action under Sec.13(4) at any time and enforce the security.

After sending of the aforesaid 30 (thirty) days Notice to the borrower, Branch Office in consultation with its Authorised Officer, shall publish auction sale notice containing schedule of auction sale.

Delayed payment will attract penal interest at such rate specified in the letter of offer and loan agreement.

## 6. Customer Services:

### 7. Grievance Redressal :

c) In case the concern remains unresolved beyond a period of 10 days , the Borrower may escalate the matter to Senior Vice President at: