



OTHER MOST IMPORTANT TERMS AND CONDITIONS

The Other Most Important Terms and Conditions (MITC) of loan between the Borrower and **Easy Home Finance Limited**, a company incorporated under the Companies Act, 2013 (as amended up to date), having its registered office at 302, 3rd Floor, Savoy chambers, Dattatray Road & V P Road (extn), Mumbai, Maharashtra 400054 (hereinafter referred to as “EHFL”) are agreed upon and mentioned below.

1. Loan:

Loan is sanctioned on the basis of combination of several factors like repayment capacity, collateral security, past and present credit history and other risk parameters. Borrower is/ are advised to refer to the Key Fact Statement, Sanction Letter and Facility/Loan agreement to know the loan amount sanctioned and other details thereto.

2. Rate of Interest:

- i. **Type (Fixed or Floating or Semi-Fixed):** EHFL offers Fixed or Floating or Semi-Fixed rate loans to its Borrower. Fixed interest rate loans offered for an initial period of 2 years and thereafter switches over to floating rate structure with a predetermined spread over its Easy Reference Rate (ERR). Fixed rate of Interest shall be fixed at rate higher than the corresponding floating rate and after the completion of two years period the interest rate will be moved to floating rate with the same spread over ERR as at the time of sanction, however if there are more than 4 instances of account being classified into SMA 0/SMA1/SMA2 categories an addition spread of 75 bps be added. Floating interest rate loan does not have a fixed rate of interest over the life of the loan. The interest rates can change with the change in pre-determined fixed / reference rate. Semi-Fixed rate loan is of fixed rate of interest during initial years and floating rate of interest thereafter. Borrower(s) is/ are advised to refer to the loan agreement to know the period of fixed and variable rate period of loan sanctioned.
- ii. **Interest Chargeable:** - Fixed Rate and/or Floating Rate of Interest is computed with reference to the EHFL-Reference Rate (ERR) of EHFL together with the margin, if any as specified in detail in the loan agreement.

EHFL OFFERS FOLLOWING RATE OF INTEREST:

Product	Interest Rate	Type of Interest Rate	Tenure (In months) Min – Max.
Home Loan	8.99.00 % to 18.00 %*	Floating or Fixed or Semi - Fixed	60-300
Non Home Loan	14.00% to 22.00%*	Floating or Fixed or Semi - Fixed	60-120

* The methodology adopted by the Easy Home Finance Ltd to decide Rate of Interest is primarily based on Cost of Funds, Cost of Capital, Operating Cost and internal & external credit score. Easy Home Finance Ltd, while deciding a rate on a borrower level, further factors in specific variables like tenor of the proposed loan, profile of prospective Borrower, type of loan, quality & value of security offered, loan amount, commercial feasibility etc.

* In the table given above, a range of standard rate of Interest have been given. For a borrower, actual rate of interest will be based on the factors mentioned in the preceding paragraph. Thus, the applicable Rate of Interest may be different for different borrowers. Easy Home Finance Ltd periodically reviews matrix of applicable rate of interest based on its cost of funds, operation cost, market conditions and competition.

- iii. **Moratorium or Subsidy:** - EHFL do not offer Interest Moratorium or any Subsidy to its Borrower on its own, unless it is offered by any regulatory authority such as RBI, NHB, governmental bodies, etc. under various government benefit schemes.
 - iv. **Reset of interest:** - The Lender shall be entitled to revise the interest at any time and from time to time as per its policy, market conditions and/ or applicable laws and regulations, if any, during the tenor of the Loan at its sole discretion which will be affected only prospectively. In the event Interest Rate is modified, then in such event such revised rate of Interest would be deemed to be the Interest Rate payable by the Borrower in respect of the Facility. Fixed Interest rate product shall only attract rate revision after the completion of period of 2 years from the date of disbursement.
 - v. **Modes of Communication of changes in interest rate:-** Any change in ERR would be duly communicated to the borrower at the contact details provided by the borrower to the Lender through SMS/ E-mail/ Courier or any other electronic mode prevalent for the time being.
3. **Installment types:** Monthly/ Quarterly/ as agreed between the parties.
4. **Loan Tenure:** - EHFL offers loan ranging in offers a wide range of loan tenors starting from 1 year up to 30 years depending on a combination of various parameters like age of Borrower, loan product, collateral security etc. Borrower is/ are advised to refer the loan agreement to know the loan tenor sanctioned.
5. **Purpose of the Loan:** -The EHFL offers a variety of loan options depending on the requirement of the Borrower like Home Loan for Purchase or Construction or Renovation or Purchase of Land or Loan for Purchase of Commercial Property or Home Equity etc. Borrower is/ are advised to refer the loan agreement to know the Purpose of Loan sanctioned.
6. **Fee and Other Charges:** -The charges/ fees as more particularly described in the 'Annexure A' herein below are as on date of the loan agreement and are subject to change from time to time. For latest updated details of applicable fee and other charges, please refer to the EHFL's official Website. All applicable fees & charges are subject to levy of applicable GST/ any other applicable taxes and the same is payable in addition to the fees/ charges. Fee Refundable if loan not sanctioned/ disbursed: Application Fee paid by customer for availing the loan is **non-refundable**.
7. **Security/ Collateral for the Loan:** -Security of the loan would generally be security interest on the property being financed and/ or any other additional security in the nature of additional property/ Guarantors as may be mandated by EHFL. Borrower is/ are advised to refer the Facility Agreement and sanction letter to know the security details of the loan sanctioned.
8. **Insurance of the property/ Borrower:** -
- i. The Borrower shall keep all properties under security, insured with comprehensive insurance policy which shall be of an amount which is at least equivalent to the loan outstanding at any point of time during the pendency of the loan and EHFL will be the sole beneficiary under said policy/ policies till the outstanding under the loan facility is cleared by the Borrower to the satisfaction of the EHFL.
 - ii. The Borrower to keep his/ their life insured equivalent to loan outstanding at any point of time during the pendency of the loan with EHFL as the sole beneficiary under said

policy/ policies

9. Conditions for Disbursement of the loan:- EHFL shall not disburse any loan to the Borrower unless the conditions mentioned in the sanction letter and Facility Agreement are compiled with to the satisfaction and sole discretion of EHFL, few of which are as given below:

- The Borrower must fulfill the EHFL's requirement of credit worthiness.
- Execution of Facility Agreement and such other ancillary documents.
- Submission of cheques/ ECS/ NACH/ etc. or any other clearing system in force for the time being towards repayment of installments & creation of security in favour of EHFL.
- Utilization of disbursed amount should be as per the end-use specified.
- The Borrower must disclose every material fact which may affect the Borrower's loan proposal.
- Submission of all relevant documents as mentioned by EHFL in the Facility Documents.
- Legal & technical assessment of the property provided as security to be clear and to the satisfaction of EHFL's policies.

10. Repayment of Loan & Interest: - Repayment of Loan to be by way of EMI during the entire tenor of the Loan as per terms outlined in the Facility Agreement. Borrower is advised to refer to the Key Fact Statement/Loan or Facility Agreement/Repayment Schedule for details of repayment, Equated Monthly Installments (EMI) or other payments, EMI cycle, due dates etc. Any change in the ERR/ EMI would be communicated in advance as per clause 2(v) above of MITC.

11. Brief on procedure to be followed for Recovery of Overdue:- On the occurrence of Event of Default as mentioned in the Facility Agreement, the Borrower will be sent reminder from time to time for payment of the outstanding amount on his/her loan account by Telephone, E-mail, Courier, SMS and/ or to the third parties appointed for collection purposes to remind, follow-up and collect dues.

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 Collection:
It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of EHFL or authorized representatives. The payment would be collected either in cash or in the form of a cheque/ DD against the valid receipt which will be issued to Borrower.
- c. Legal Action :
Legal action shall be taken based on circumstances of each delinquent account, as per the policy of EHFL and pursuant to the provision of applicable laws. Hence, EHFL shall use a judicious mix of field visit, written communication and legal action to ensure proper and effective coverage for the different category of delinquent account.

12. Annual Outstanding Balance Statement: - On request from the Borrower, the Lender will issue the Annual Outstanding Balance Statement along with Annual Income Tax Certificate for the preceding Financial Year to all Home Loan Borrower in the first quarter of every financial year.

13. CLSS Scheme: Kindly note that Credit Linked Subsidy Scheme with respect to eligible beneficiaries belonging to Economically Weaker Section/Lower Income Group (EWS/LIG) was valid up till 31st March, 2022.

14. Customer Services

- a. Borrower can visit the Service Branch during visiting hours of 10:00 am to 5:00 pm from Monday to Friday (Except on Public Holidays).
- b. Borrower can contact to our Call Centre at 1800-22-3279 (toll free) between 10:00 am – 5:00 pm from Monday to Friday (Except Public Holidays).
- c. Borrower can reach to Customer Service vide e-mail: customercare@easyhomefinance.in
- d. Indicative Timelines of common request servicing:
 - i) Loan account statement - 7 working days from the date of request
 - ii) Photocopy of the title documents - 14 working days from the date of request
 - iii) Return of original documents on closure/ transfer of loan – 21 working days from the date of closure.

15. Grievance Redressal: - For any service related issue including obtaining documents or in case of any complaint & grievance, the Borrower may communicate in writing, orally, electronically through e-mail, website, telephone and modes given below.

The Borrower may contact our office through any of the following channels:

- By telephonic communication with our Call Centre at 1800-22-3279 (toll free) between 10:00am - 5:00pm from Monday to Friday (Except Public Holidays).
- By way of email: customercare@easyhomefinance.in
- By way of written letter addressed to Customer Service –3rd Floor, Savoy chambers, Dattatray Road, linking road (extn), Mumbai, Maharashtra 400054
- By way of physically visiting the Service Branch and lodge a complaint in the Complaint Register maintained at our branches.
- Borrower can further escalate the complaint to: Head of Operation: Mr. Sunil Kumar Pradhan (email: cgro@easyhomefinance.in)
- In case the complainant is dissatisfied with the response received from EHFL or where no response is received, the Complainant may approach Complaint Redressal Cell of National Housing Bank by lodging its complains in online mode at the link <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at link to Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank at the address:- National Housing Bank, Department of Regulation and Supervision,(Complaint Redressal Cell),

These Other MITC shall be governed by the Laws of India. 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 I to be executed by them.

The above terms and conditions have been read by the Borrower / read over to the Borrower, understood and agreed upon by the Borrower.

**Annexure A- to MITC
Schedule of Fees & charges**

Sr. No.	Description	Charges*
1	Processing/Application Fees Payable	Up to Rs. 5,000/- (non-refundable)
2	Admin Fee payable at the time of disbursal	Up to 3 % of loan amount sanctioned
3	CERSAI Charges	Rs. 50/- (for loans upto 5 Lacs) and Rs. 100/- (for loans above 5 Lacs)
4	Collateral Evaluation Charges	Up to Rs. 10,000/-
5	Multiple Collateral Evaluation Charges	Rs. 3,000/- (per additional collateral)
6	Legal & Technical Charges	
6a	All Types HL/P+C/LAP / Resale Units / First Sales - NON APF	Rs.3000/-
6b	Completed Units - First Sale / Under Construction - APF	Rs.1500/-
7	Subsequent Technical Charges	Rs. 500/- (per visit)
8	Stamp Duty Charges	On actuals
9	Insurance Premium amount	At Actual, basis Borrower's request
10	Documentation Handling & Storage Charges	Rs. 2000/- (per docket / per disbursement)
11	PDC/ ECS/ ACH Dishonour Charges	Rs. 500/- (per instance)
12	Penal Charges	3% per month of outstanding EMI
13	Retrieval charges for Copies of loan/ property document in EHFL custody	Rs. 2000/- (per instance)
14	Charges if RM goes to applicant's place for Doc collection.	Rs. 500/- (per instance)
15	Account Statement Charges	Rs. 500/- (if Re-generated on request of borrower) ('NIL' charges once in a Quarter)
16	Repayment Swapping Charges	Rs. 500/- (per instance)
17	Duplicate NOC	Rs. 500/- (per instance)
18	List of Documents	Rs. 500/- (per instance)
19	Foreclosure Letter	Rs. 500/- (per instance)
20	Rebook Charges	0.50% of the Loan amount
21	Loan Cancellation Charges (after Disbursement)	Rs.5000/-
22	Retention/Resubstitution Charges	0.50% of the Outstanding Loan or Rs.10000/- (whichever lower)

23	Recovery (Legal/Possession & Incidental Charges)		
23a	For sell of property in NPA case	2% of Realized Sale Value	
23b	Recovery Fee on NPA Settlement	2% of Outstanding Loan	
23c	Legal & Incidental Charges	At Actual	
24	Duplicate No Dues Certificate/ IT Certificate	Rs.500/-	
25	Penal Charges on Delay/Non-Execution of Security Creation	2% per month on the Outstanding Loan	
26	Conversion of ROI from Floating to Fixed or Vice Versa	2% of the principal outstanding (allowed upto 3 times During the Tenure of Loan)	
27	Switch Over Charges	Switching over to lower Interest Rates, upto 2% of Principal outstanding (allowed upto 3 times during the Tenure of the loan)	
28	Prepayment/Part Payment	Individual	Non-Individual
	For Home Loan at variable rate	NIL	NA
	For Home Loan at Fixed rate (If repayment is not through own source)	3% of the loan outstanding	NA
	For Non-Home Loan (other than business purpose) at variable rate	NIL	NA
	For Non-Home Loan (business purpose) at variable rate	3% of the loan outstanding	NA
	For Non-Home Loan at fixed rate	3% of the loan outstanding	NA
*The above-mentioned charges/ fees are as on date of the loan agreement and are subject to change from time to time. For latest updated details of applicable fee and other charges, please refer to the EHFL's official Website (www.easyhomefinance.in) - Other Most Important Terms & Conditions (MITC)			
*Goods and Services Tax (GST) or Other Taxes, as may be applicable, on various charges/fees, shall be levied separately.			