

Aptus Value Housing Finance India Limited

The loan finance agreed to between the customers and Aptus, inter alia, would be governed by the following Most Important Terms and Conditions. The customers would be given the copy of these most important terms and conditions, both in English and Vernacular. These terms are also to be explained to the customers orally by Aptus, at the time of entering into an agreement.

Most Important Terms and Conditions

Customer Name	:	
Branch	:	
1) <u>Loan:</u>		
Sanctioned Loan Amount	:	
Purpose of the Loan	:	
Rate of Interest	:	
Interest Type	:	
Tenure	:	
Moratorium or subsidy	:	N/A
Modes of communication: Of changes in interest rate	}	: Letter by post
Installment Types	:	Equated monthly Installments (EMI)

2) Security:

The loan would be secured by Mortgage of the property for which the loan is availed. Aptus at times may also seek additional collateral of any other property.

Customers would be required to provide a guarantor to the loan.

3) Insurance of the Borrowers:

Customers have the option to take a Life Insurance for the term. Customers would be required to take property insurance covering the building from natural calamities. Aptus has tied with a Life Insurance Company and offers the Term cover with premium calculated on the outstanding loan amount. The premium amount would be payable separately by way of cheque. a) **Term Cover**

Loan amount.....
Tenure.....
Premium Amount.....

b) Property

Building Value.....
Tenure.....
Premium Amount.....

4) Condition for disbursement of loan :

Loan sanctioned would be disbursed subject to technical and legal scrutiny of the property and related documents. The proposed property for which the loan is required would be evaluated for its value and marketability and approvals etc by in house technical team. Plan approvals from competent authority are mandatory for housing loans.

Similarly the property documents would be scrutinized for its legal validity for clear and marketable title.

When the loan applied is for construction of a property or purchase of an apartment from a builder, the customer needs to have completed the construction to the extent of his margin contribution or paid his margin to the builder before the disbursement. Further, Aptus loan will be disbursed in stages, based on the completion of construction.

5) Repayment of the Loan and Interest:

The Loan availed would be repaid in equal monthly installments (EMI) over the agreed tenor. If the customer has availed fixed interest with reset, the interest charged would remain fixed subject to review once in two years and reset based on need. If the customer has opted for variable interest rate, the rate of interest would vary based on change in the base rate of Aptus.

The monthly repayments are payable on a fixed due date every month. Aptus would make best efforts to remind the customers regarding the monthly installments falling due. However, the customers are advised to keep note of the due date and honor the repayments.

6) Part Payments and Pre closures

The customers at any time during the tenor of the loan can opt to make part payments or pre close the loan. Depending on the interest rate opted the pre closures would attract pre closure charges as below

Part Payment Charges	Non Housing Loan – 4% on part payment/advance payment + GST
Pre Closure Charge	Housing Loan: Floating Interest Rate – Nil charges Fixed Interest Rate – ⇒ Own Source – Nil charges ⇒ Loan Transfer - 4% of Principal outstanding + GST Non Housing Loan: 4% of the Principal outstanding + GST No Pre-Closure of Loan for first 12 months

7) **Recovery of Over Dues:**

When there is a delay in repayments, the customers would be contacted for repayments of overdue and Aptus follows the general collection principles when interacting with overdue customers:

- Customers are encouraged to visit Aptus branches and make the repayment when the regular EMI is missed /bounced.
- Aptus collections are handled by its own staff. No agency is appointed to do the collections. For all collections by cash, immediate cash receipts would be issued
- Identity and authority to represent APTUS will be made known to the customer at the first instance.
- Customer's privacy will be respected.
- Interaction with the customer will be in a civil manner.
- APTUS's representatives will contact customers between 08:00 hrs and 19:00 hrs, unless the special circumstances of the customer's business or occupation require otherwise.
- All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- Aptus would be sensitive to occasions such as bereavement in the family or such other calamitous occasions when making visits to collect dues.

8) **Customer Service:**

The customers can directly visit Head Office or any of the Aptus branches for their queries and requirement. The address and details of the contact person is also available in the website www.apтусindia.com.

Customers can also contact through mail addressed to customercare@apтусindia.com

❖ **Visiting Hours at Branches/HO:**

Monday to Friday: 9:30 am to 5:30 pm.

Saturday: 9:30 am to 1.30pm

Aptus strives to follow the below timelines for the general requirements of the customers:

Loan Account Statement: Request to be placed at the branch or mail to HO at the mail ID given would be provided within 2 working days.

Photo Copy of the title documents: Would be handed over only to the customer in person. Request to be given in writing to the branch. Copies would be forwarded to the branch within 15 days.

Return of Original documents on closure /Transfer of the loan: Within 30 days from loan closure.

9) **Grievance Redressal:**

Customers have the following ways to register their complaints when they find inadequacy in the Aptus services

Complaint Register: Every Aptus branch has been provided with a complaints register. The customers can lodge their complaints in the register; the Branch Manager would be the person responsible to handle the customer grievances. If the query remains unsolved, the customers can escalate it to the Head Office through

a) **Mail** : Customers can mail their grievances directly through the mail ID customercare@apтусindia.com

b) **Post:** By sending their complaints to “Manager, Customer Service, Aptus Value Housing Finance India Ltd, 8B, Doshi Towers, 205, P H Road, Chennai -10”.

c) **Phone:** Customers can directly call Aptus at 044- 4565030 and register their complaint.

If the grievance remains unresolved, the customers can escalate their complaints directly to

Mr.G.Subramaniam, Executive Vice President – Risk and Operations by calling him directly at 04445650024 or mail him at subramaniam.g@aptusindia.com

In case the customer doesn't receive any satisfactory response within reasonable time or the complaint remains unaddressed, he/she can approach the National Housing Bank by lodging their complaints in online mode at the link <https://grids.nhbonline.org.in> or in offline mode by post, in the prescribed format available at link <http://www.nhb.org.in/Grievance-RedressalSystem/Grievance-Redressal-System.php> to

Complaint Redressal Cell,
Department of Regulation and Supervision,
National Housing HFCs,
4th Floor, Core 5A, India Habitat Centre, Lodhi
Road, New Delhi – 110 003.