



TATA CAPITAL HOUSING FINANCE LIMITED – TCHFL

MOST IMPORTANT TERMS AND CONDITIONS – FOR GECL

Loan ID

Borrower Name(s)

Following are the Most Important Terms & Conditions agreed between the borrower(s) and Tata Capital Housing Finance Limited (TCHFL)

A: LOAN DETAILS

1	Loan Amount (₹)	Amount in Rs.	Determined based on credit appraisal of the profile, income and repayment track
2	Purpose of Loan	For operation/restart of business in view of COVID-19 crisis	
3	Rate of Interest (%)	Prevailing Floating / Fixed / Dual Rate**	Prevailing Floating / Fixed / Dual Rate**
4	Reference Rate (RPLR*) (%)	%	
5	Discount on RPLR (%)	%	
6	Loan Tenure (Months)	Months	48 months including principal moratorium for first 12 months

Please note:

- Retail Prime Lending Rate – RPLR is the rate announced by TCHFL and shall govern the Rate of Interest for your loan contract from time to time.
- This is subject to the provisions for variation thereof in terms of the loan agreement / terms & conditions to be executed / accepted / agreed by you.
- TCHFL has the right to revise the Retail Prime Lending Rate from time to time and accordingly, the applicable Rate of Interest shall be revised, and impact shall be given on loan tenure or EMI as the case may be.
- In case of any such changes in the RPLR, customers will be intimated via SMS / Email mode of communication prior and post the RPLR change. Upon receipt of such intimation, in case of an upward RPLR change, customers have an option to either increase the Loan tenure (subject to tenure capping as per company policy) or increase the EMI or exercise both the options.
- Customers may also opt to pre-pay in full or part-pay the loan upon receipt of the intimation of the RPLR change & the same will be processed by the company in line with the pre-closure/part-payment process & pre-closure charges, as applicable.
- Customers may also opt to convert their loan account from floating to fixed rate once during the loan tenure by paying applicable conversion charges as indicated in the schedule of charges.
- In case no response received within the stipulated timeframe as per facility documents from the date of intimation on any of the above options, company shall impact the RPLR change as per the contractual terms.
- In case of semi fixed loans Post completion of the Fixed Rate tenure, Loan will be converted in to Floating rate basis and linked to TCHFL RPLR prevailing at that time.
- TCHFL shall issue the annual outstanding balance statement to the Borrower at the request within 7 working days. However, to know the current outstanding balance customer can get in touch at 1860 267 6060 or write us on customercare.housing@tatacapital.com.

B: FEES & CHARGES

Sr. No.	Subject	Name of Fee / Charge Levied	When Payable	Frequency	Applicable charges
1	Processing Fee	Processing Fee	At Application	Once	Nil
2	Statutory Charges	CERSAI (For original filing and modification)	At the time of disbursement	Once	For loans upto Rs. 5 lacs (For an original filing and for modification) – Rs. 59/- (per filing/ modification)
					For loans above Rs. 5 lacs (For an original filing and for modification) – Rs. 118/- (per filing/ modification)
					Or such other charges as may be stipulated by Central Registry from time to time.
3	Penal Interest	Penal interest on overdue amount	On accrual	Monthly	Nil
4	Rate switch charges	Conversion Fees	Event	On conversion for customer-initiated requests only	Up to ₹11,000/- + GST
5	Dishonour/Bounce Charges	Cheque dishonour charges/rejection of NACH/ECS mandate	On cheque / mandate dishonour	Depends on No. of dishonour	₹ 700/- for every cheque/ payment instrument / ECS dishonour (Inclusive of GST)
6	Foreclosure statement Issuance Charges	Miscellaneous Charges	Event	For customer-initiated requests only	Rs 500/- + GST per contract
7	List of documents	Miscellaneous Charges	Event	For customer-initiated requests only	Rs 500/- + GST per contract
8	Statement of Account (Physical Copy)	Miscellaneous Charges	Event	For customer-initiated requests only	₹ 200 per copy + GST
9	Document Handling and retrieval charges	Charges	Event	Once	₹ 5000/- per contract + GST
10	Loan Cancellation Charges	Cancellation Charges	Event	One-time charge for customer-initiated requests only	₹ 5,000 per contract + GST
11	Payment Instrument Swapping Charges	Miscellaneous Charges	Event	On every request	₹ 550/- per swap Instance (Inclusive of GST)
12	Duplicate repayment schedule / physical copy of repayment	Miscellaneous Charges	Event	For customer-initiated requests only	₹ 550/- + GST

	schedule				
13	Duplicate NOC	Miscellaneous Charges	Event	For customer-initiated requests only	₹ 550/- + GST
14	Post-Dated Cheque charges	Miscellaneous Charges	Event	Once	₹ 750/- (Inclusive of GST)
15	Charges for copy of loan agreement	Miscellaneous Charges	Event	For customer-initiated requests only	₹ 250/- (Inclusive of GST)
16	Account Maintenance Charges	Miscellaneous Charges	Event	Once	₹ 1000/- (Inclusive of GST)
17	Legal Charges arising out of any legal proceedings	Charges	Event	-	As per actuals
18	NOC Issuance charges	Miscellaneous Charges	Event	For cases other than contract termination	₹500/- + GST
19	Other Statements / copies / requests not specified in the list	Miscellaneous Charges	Event	For customer-initiated requests only	₹ 500/- per contract + GST
20	Photocopy of title documents	Miscellaneous Charges	Event	For customer-initiated requests only	₹ 500/- per contract + GST

C: CONDITIONS FOR DISBURSEMENT OF LOAN

Please refer Loan Agreement & Sanction Letter for the same. The above charges supersede the charges mentioned in the Loan agreement.

****Insurance Details**

Insurance of Borrowers if applicable	
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**Insurance is subjected to acceptance of customer

D: SECURITY / COLLATERAL FOR THE LOAN

1	Property Description	
2	Guarantee: Name of the Guarantor/s (if any)	
3	Other Security Interest (if any)	

E: ANY OTHER TERMS & CONDITIONS FOR FULFILLMENT

F: REPAYMENT OF LOAN

Monthly Installment Amount	Rs	Part Prepayment	Rs
Mode of Repayment		Full Prepayment	
No. of Installments		Procedure for advance intimation of the changes in ROI / EMI	The same will be intimated via SMS or Email

Due date of EMI Repayment will be provided upon disbursement of loan in a form of an Amortization schedule. The same shall be made available in the login section of the Tata Capital on our website <https://www.tatacapital.com/home-loan.html>

G: PROCEDURE FOR RECOVERY OF DUES

- Tele-calling to the Borrower / Co-Borrower after dishonor of mandate for NACH/ ECS / Auto debit or bouncing of cheque.
- Field visit by the collection representative at the address of the Borrower / Co-Borrower.
- Loan Recall notice after happening of an Event of Default with notice period of 10 days.
- Initiation of legal action after 7 days' notice period for enforcement of mortgage.

H: CUSTOMER SERVICE

Branch Visiting Hours	10:00 am to 5:00 pm Monday to Friday 10:00 am to 2:30 pm on Saturday (Closed on 1 st & 2 nd Saturday) Excluding Sundays and Public Holidays
Customer Care Contact details - Email ID & Contact number	customercare.housing@tatacapital.com Customer Care No. 1860 267 6060 Timing- 9am to 8pm on all days excluding Sundays and public holidays
In case of any Insurance claim related queries, email us at	Insuranceclaim.TCHFL@tatacapital.com
Mail us at	Tata capital housing Finance Ltd. 11 th Floor A Wing Peninsula Business Park Ganpatrao Kadam Marg Lower Parel Mumbai 400 013
*Interest Certificate Time line TAT	3 Working days
*Loan Account Statement Timeline TAT	3 Working days
**Issuance of Foreclosure statement (FC)	15 working days subject to payment of applicable charges in 12 days from date of request. "The foreclosure statement shall be valid for 15 working days from the date of issuance of the letter"
**Issuance of List of Documents (LOD)	15 working days subject to payment of applicable charges in 12 days from date of request. (Note- List of documents issuance within 6 months for record purpose will be issued without any charges for the first-time issuance only. Charges are applicable even at the first instance if the list of documents request is raised along with foreclosure request)
Loan Related Information	All critical loan related information like Principal outstanding, EMI, Balance loan tenure, Rate of interest (ROI) Break up of principal and interest as a part of repayment schedule is made available in our web portal for easy access under the section "Loan Details" & Quick links for statements download. Web portal link- https://retailonline.tatacapital.com/#/login

Note: Foreclosure letter and list of documents requests can be raised only through our contact centre number 1860 267 6060 or through our customer web portal link <https://retailonline.tatacapital.com/> or through customer mobile application. You can login to our portal through OTP based login. This is a chargeable request and for details of foreclosure and list of documents issuance charges please refer to the Fees and Charges in the above table for details of the charges

TAT starts after completion of all the documents and submission of fee (if any); TAT does not include Saturday, Sunday and Public Holidays.

By logging in to our customer portal" <https://www.tatacapital.com/home-loan.html>, the interest certificate can be readily downloaded directly from your end, details of which are available on the "Welcome letter.

Visit our website to check FAQ's

<https://www.tatacapital.com/contact-us/retail-service-faqs.html>

Kindly click on below link to refer Fair practice & code which TCHFL follow:

<https://www.tatacapital.com/tchfl.html>

Self-service option in customer portal

Portal Link- <https://www.tatacapital.com/contact-us/retail-service-faqs.html>

Visit online web portal to download below loan related statements:

Statement of account

Repayment schedule.

Provisional interest certificate.

Final Interest certificate.

QR code for service app download



I: PROCEDURE TO OBTAIN THE FOLLOWING INCLUDING TIMELINE

a. **Loan Account Statement**- Please visit our website www.tatacapital.com and log in to our customer portal through OTP-based login to download your loan account statement. Alternatively, you will also be able to request a statement of account instantly by accessing the self-service options by dialing our contact center number 1860 267 6060.

b. **Photocopy of the title documents** - Visit our nearest serviceable branch to place a request for a photocopy of title documents. Kindly note that since this involves retrieval of original documents, this would attract charges of Rs. 500 + GST per contract which is the document retrieval charge. Post submission of the request at your nearest branch and payment of document retrieval charges, the request shall be processed within 14 working days.

Return of original documents on closure/ transfer of the loan. - Original Property Documents will be released within 14 working days from the date of account closure. We request all the property owners or power of attorney holder of the property owner (in case the property owner is a corporate entity or as may be applicable on a case-to-case basis) to visit the branch with the original KYC document to collect the same.**

Please note that property documents will be handed over post closure of all the linked loan contracts (if any) availed from Tata Capital Housing Finance Limited. Tata Capital Housing Finance Limited at its sole discretion may retain the original property documents offered as security under the Loan until all the linked contracts/any other loan with Tata Capital Housing Finance Limited is/are fully repaid and closed or in terms of the provisions of the loan agreement. In case of any registered charge created on the property by TCHFL as per the applicable state laws, we request the customer to kindly coordinate with the concerned SRO (Sub-Registrar Office) to take necessary appointment & intimate TCHFL with prior notice to ensure the charge is released within 30 days from date of full repayment. TCHFL shall send suitable intimation to customers upon loan termination & request them to initiate the process. In case of any delay from customers in coordinating with TCHFL to release the charge, TCHFL shall not be responsible or liable for the same in any manner.

J: GRIEVANCE REDRESSAL PROCEDURE

Level 1	To redress their grievances, applicants/borrowers may write into customercare.housing@tatacapital.com or call on customer care no. 1860 267 6060. You will receive an acknowledgment/response within 7 days of receiving your communication.
Level 2	If you are not satisfied with the resolution provided after approaching level 1, we request you to our Grievance Redressal Officer/Nodal officer Mrs. Reshma Sethi at customerservice.head@tatacapital.com You will receive a response within 4 business days.
Level 3	If you are not satisfied with the resolution provided at level 2, we request you to contact our Chief Grievance Redressal Officer/Principal nodal officer Mr. Ajai Shukla at gro.housing@tatacapital.com You will receive a response within 3 business days.
Level 4	If you are not satisfied with the resolution provided to you at level 3, we request you to contact the Managing Director at mdtchfl@tatacapital.com You will receive a response within 2 business days.

Level 5	<p>In case you do not receive a response from us within a period of 30 days or are dissatisfied with the response received after following all the above steps, you can approach the regulatory authority of Housing Finance Companies- the National Housing Bank- at the address given below:</p> <p>The Officer-in Charge, National Housing Bank Complaint Redressal Cell Department of Supervision National Housing Bank, 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003. Website: www.nhb.org.in</p>
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PART – B

Details of the Nodal Grievance Redressal Officer designated specifically to deal with **FinTech/ digital lending related complaints/ issues:**

Mrs. Reshma Sethi

Deputy Vice President - CRM

Address: Unit No. 701, 7th floor, Tower A, Embassy 247, LBS Marg, Vikhroli West, Mumbai, Maharashtra 400083

Contact no: 1860 267 6060

Issuance of FC/LOD is chargeable request. Applicable charges should be paid within 5 days from date of request failing which FC/LOD will not be issued. Customer would be required to raise a fresh/new request for availing the services.

****In case the customer has raised request for FC/LOD, the company will contact the customer to obtain details/clarifications for processing the request. If the customer is not contactable and/or has also not paid applicable charges; the Company will initiate sufficient communications to the customer to provide alternate contact details or intimate the customer to contact the Company in connection with their FC/LOD request.**

In the absence of any communication from the customer and/or non-payment of applicable charges, the request will not be processed. Customer would be required to raise a fresh/new request for availing the services.

Our timings for below services are from **10 AM to 5 PM**

- Collection of Foreclosure cheque
- Handing over of Property Papers post Loan closure

***Foreclosure cheque/ payment will be accepted during the entire month excluding 1st & 2nd Saturdays, all Sundays & public holidays.**

Any revision/addition to the contents of MITC shall be updated and uploaded on the website www.tatacapital.com from time to time. The customers are requested to visit the website and keep themselves updated of any such changes or variations. Additionally, we shall also intimate you of such changes on your registered email id & Mobile number via SMS. We request you to kindly ensure your contact details are updated.

The above terms and conditions have been read by the borrower(s) or read over to the borrower(s) and have been understood by the borrower(s).

All the fees and charges as mentioned in the document are non-refundable in nature. The borrower(s) accept that he/she will not be entitled for a refund from TCHFL for any reason whatsoever.

For Tata Capital Housing Finance Limited (TCHFL)

Accepted by

Authorised Signatory

Borrower(s)

Date: