**Aptus Value Housing Finance India Limited ("Aptus" or "the Company")**

**Most Important Terms and Conditions**

The loan agreed to between the borrowers and Aptus, inter alia, would be governed by the following Most Important Terms and Conditions (MITC). The borrowers would be given a copy of this MITC. These terms and conditions will be explained to the borrowers orally by Aptus, at the time of entering into an agreement.

| | |
|---|---|
| **Borrower Name** | |
| **Branch** | |
| **Loan** | |
| **Proposal Number** | |
| **Sanctioned Loan Amount** | |
| **Product** | |
| **Purpose of the Loan** | |
| **Rate of Interest** | |
| **Interest Type** | |
| **Tenure** | |
| **Modes of communication on changes in interest rate** | SMS /Email/WhatsApp/ Post |
| **Instalment type** | Equated monthly Instalments (EMI) |

1) **Service Charges:**

| Parameter | Description |
|---|---|
| Login fee | **Housing Loan:**<br>• Rs. 2,000 + GST (at the time of Login, which is non-refundable)<br>• Rs. 1500+GST will be collected/deducted prior to the disbursement as per the borrower's discretion, which is non-refundable.<br><br>**Non-Housing Loan:**<br>• Rs. 3500/+ GST (at the time of Login, which is non-refundable) |

| | |
|---|---|
| Processing Fee | Initial loan/Top-up: 2%+ GST (on the sanctioned amount), will be collected /deducted prior to the disbursement as per the borrower's discretion, which is non-refundable. |
| CERSAI Charges | For Loan amount up to Rs. 5 Lacs : Rs 50/- + GST<br>For Loan amount above Rs. 5 Lacs : Rs 100 /- + GST |
| Stamp Duty Charges | As per applicable state laws[#] |
| Loan verification Charges | Rs. 1000/- + GST |
| Cheque/ECS/ACH bounce charges | Rs. 500 /-+ GST per instance |
| Delayed Installment Payment | Delayed payment interest : Prevailing rate of interest on Aptus loan*<br>Overdue charges : 12% per annum*<br><br>*Calculated on Overdue Installment from the due date until payment is made to the company |
| MODT Registration | Actual charges to be paid by borrower for registration |
| Legal Recovery Charges | Actual amount spent towards the legal action to be paid by borrower |
| Non-Mandate Collection for PEMI/EMI charges | Rs.500/- +GST per month (Applicable where the Company has to follow up for payments) |
| SOA charges | NIL |
| Closure Statement Charges | Rs. 250/-+ GST per request |
| Document Retrieval Charge | Rs. 1000/-+ GST (Applicable only for pre-closures of loan) |
| Valuation/ Technical Fee | Rs. 1500/- + GST on 1st technical Visit (for loan up to Rs. 10 Lacs)<br>Rs. 2000/- + GST on 1st technical Visit (for loan more than Rs.10 Lacs)<br>Rs. 750/- + GST – for each subsequent technical Visit |
| Legal Verification charges | Rs. 1500/-+ GST(for loan up to Rs. 10 Lacs)<br>Rs. 2500/-+ GST( for loan more than Rs. 10 Lacs) |
| Custodian Charges | Rs. 100/- + GST per month (Chargeable after 30 days of loan tenure completion and if documents remain un-collected by the borrower) |
| **Switch/Conversion or change of Interest Rate**<br>Floating Rate to Fixed Rate of Interest or<br>Fixed Rate to Floating Rate of Interest | Up to 1% + GST on the principal outstanding (POS) |

[#] Includes handling charges

**Note: All the service charges collected as per schedule above are non-refundable**

**2) <u>Security:</u>**

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.

**3) Insurance of the Borrowers:**

a) Credit Shield Insurance

Borrowers have the option to take Credit Shield Insurance for the term. Borrowers are given the option to pay the insurance premium from their own sources or approach the Company to fund the premium amount. If the borrower opts for insurance funding, the insurance premium will be added to the loan amount payable by the borrower and will be recovered through equated monthly instalments. Such insurance coverage being voluntarily taken by the borrower will be from the insurance company as chosen by the borrower for a term equal to the tenure of the Loan.

The purchase of Credit Shield Insurance is purely voluntary and is not linked to availment of any other facility from the Company.

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

b) Property Insurance

Borrowers would be required to take property insurance to ensure that property offered as security to be insured against the losses covered by the insurance policy. The premium is based on the value of the building and usage of the property and the risks covered include fire, floods and earthquakes. Borrower shall ensure to pay the renewal premium on time and as and when it falls due and keep alive the Insurance policy assigned to the Company during the pendency of the loan.

While the company has arrangement with Insurance companies, the Borrower is free to choose an insurance company of his/her choice.

Property value.....
Tenure.....
Premium Amount.....

Aptus holds no warranty and does not make any representation about the insurance product. Please note that the role of Aptus under the insurance policy would be that of a facilitator and the decision to cover and settle any future claim under the policy would solely rest with the insurance company.

**4) Conditions for disbursement of loan:**

Loan sanctions 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 their legal validity for clear and marketable title.

When the loan applied is for construction of a property, the borrower should have completed the construction to the extent of his margin contribution before the disbursement. Further, the 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 an Equated Monthly Installments (EMI) over the agreed tenor. If the borrower has opted for variable interest rate, the EMI would vary based on change in the interest rates of Aptus.

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

## 6) Part Payments and Pre closures

The borrower at any time during the tenor of the loan, choose to make partial payments towards the outstanding principal or fully prepay the loan. Depending on the product, interest type and the end use, the part payments and pre closures would attract charges as mentioned below.

**Part Payments**

| Product | Part payment charges |
|---|---|
| Housing loan | Nil |
| Non-housing loan | 4% on part payment/advance payment + GST |

**Pre-closures**

| Product | Pre-closure charges |
|---|---|
| Housing loan | For floating rate loans: Nil |
| | For fixed rate loans:<br>• Nil (if payment is made through own source of funds)<br>• 4% on principal outstanding + GST (in case of loan transfer) |
| Non-housing loan | 4% on principal outstanding + GST |

**Important Note:** The Company does not offer floating rates on non-housing loans (irrespective of whether the end use of the loan is for business or other than business purposes), nor does it provide non-housing loans greater than Rs. 50 lakhs.

## 7) Recovery of Over Dues:

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

- Borrowers are encouraged to visit Aptus branches and make 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 UPI / Net banking /Debit card/ DD/Cheque/Cash, the receipts will be issued immediately, and borrowers can also pay their outstanding dues via Online Mode (Net banking / Digital payments)
- Identity and authority to represent Aptus will be made known to the borrower at first instance.
- Borrower's privacy will be respected.
- Interaction with the borrower will be in a civil manner.
- Aptus' representatives will contact borrowers between 08:00 hrs and 19:00 hrs, unless the circumstances 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:

**For any assistance and information, you can contact the customer relationship cell of Aptus between 9:30 am to 5:30 pm through the following methods:**

Email: customercare@aptusindia.com

Phone: 044 45650030

SMS/WhatsApp: +91 87544 00008

**Customer/Borrower may also visit the branch manager/Branch In-Charge of the branch concerned:**

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

Saturday: 9:30 am to 1.30 pm (2nd Saturday of every month is a holiday)

**Customer App:** Customer/Borrower may also raise their Queries via Customer Mobile application (Aptus E-seva) to get it resolved. The Application can be downloaded from www.aptusindia.com

**Aptus strives tofollow thebelow timelines for the general requirements of the borrowers:**

**Loan Account Statement** will be provided within 1 working day from the date the borrower places the request directly at the branch office concerned or by email to the Head office.

**Photocopy of the title documents** will be handed over only to the borrower in person based on request given in writing to the branch. The copy will be forwarded to the branch within 15 days from the date of request.

**Return of Original documents on closure /Transfer of the loan:** Original title documents will be returned to borrower within 30 working days from the date of loan closure at the branch premises wherein the loan was serviced or at any other branch premises as preferred by the borrower on submission of valid identity proof and fulfilling acknowledgement formalities.

**Annual Statement:** The Annual statement of accounts would be provided to the borrower within 60 days from the date of financial year closure.

## 9) Grievance Redressal:

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

**Complaint Register:** Every Aptus branch has been provided with a complaint register. The customers/borrowers can lodge their complaints in the register. The Branch Manager would be the person responsible to handle the customer/borrower grievances of the branch.

If the complainant does not receive any response within 7 days or if he/she is not satisfied with the resolution provided by the branch manager, the customer/borrower can contact the Manager, Customer Service through:

a) **Mail:** Customers/Borrowers can mail their grievances directly to customercare@aptusindia.com
b) **Post**: Customers/Borrowers can send their complaints to The Manager, Customer Service, Aptus Value Housing Finance India Ltd, 8B, Doshi Towers, 205, Poonamallee High Road, Kilpauk, Chennai 600010.
c) **Phone:** Customers/Borrowers can call at 044-45650030 and register their complaint.
d) **Customer App**: Customers/Borrowers can raise their Queries and Grievances via Customer Mobile application “Aptus E-Seva”. The App can be downloaded from Google Play store.
e) **WhatsApp**: Customers/Borrowers can directly send the message to WhatsApp no at 8754400008 and register their complaint.
f) **Website:** Grievances can be lodged from www.aptusindia.com → click on “Grievance here” on the home page of the website of the Company.

If the complainant does not receive any response within 15 days or if he/she is not satisfied with the resolution provided by the Manager, Customer Service, the customers/borrowers can contact the Grievance Redressal Officer (GRO) of the Company whose details are given below.

Name of the GRO: Mr. R Naveen Kumar
Designation: Vice President – Operations and Compliance
Address: No. 8B, Doshi Towers, 8th Floor,No: 205, Poonamallee High Road, Kilpauk, Chennai 600 010
Telephone: 044 45650024

E-mail: nodalofficer@aptusindia.com

If the complainant does not receive any response from the Company within 30 days of filing the complaint or is dissatisfied with the response received, he/she may escalate the complaint to National Housing Bank (NHB). This can be done by:

- Lodging a complaint on the online grievance handling portal of NHB – GRIDS
- Sending the complaint to NHB by post. click here to download the Complaint Form. You may fill and send the form along with letters or enclosures, if any, by post or courier to the following address:

  Complaint Redressal Cell,
  Department of Supervision,
  National Housing Bank,
  Core 5A,India Habitat Centre, Lodhi Road,
  New Delhi 110 003

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