

Aptus Value Housing Finance India Limited (Aptus)

The loan 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 this most important terms and conditions. These terms will be explained to the customers orally by Aptus, at the time of entering into an agreement.

Most Important Terms and Conditions

Customer Name :

Branch :

Loan:

Proposal No. :

Sanctioned Loan Amount :

Product :

Purpose of the Loan :

Rate of Interest :

Interest Type :

Tenure :

Modes of communication on : SMS /Email/Whatsapp/ Post

changes in interest rate

Installment Types : Equated monthly Installments (EMI)

1) Service Charges:

Parameter	Description
Login fee	Rs.3,500/-+ GST(Non-refundable)
Processing Fee	Initial loan/Top-up: 2%+ GST (on the sanctioned amount), will be collected /deducted prior to the disbursement as per customer's discretion, which is non-refundable.
CERSAI Charges	For Loan amount, Up to Rs. 5 Lacs - Rs 50/- + GST Above Rs. 5 Lacs- Rs 100 /- + GST
Stamp Duty Charges	As per applicable state laws [#]
Loan Administration 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* Overdue charges : 12% per annum* *Calculated on Overdue Installment from the due date until payment is made to the company
Collection follow up Charges(CFC)	Rs. 250/- per visit + GST
MODT Registration	Actual charges to be paid by customer for registration
Legal Recovery Charges	Actual amount spent towards the legal action to be paid by customer.

NACH Conversion(Swap) charges (Per Instance) :	Rs. 500/- + GST as applicable
Swap, Due to Bank clearance issue / Technical reason of bounces:	Nil Charges
Non Mandate Collection for PEMI/EMI charges	Rs.500/-+GST per month. Applicable where we have to follow for payments
SOA / Closure Statement / Amortization charges	Rs. 500/- + GST per request, NIL charges on Amortization requests received for first time
Document Retrieval Charge	Rs. 1000/-+ GST (Applicable only for preclosures of loan)
Valuation/ Technical Fee	Rs. 1500/- + GST on 1 st technical Visit (for loan upto Rs. 10 Lacs) Rs. 2000/- + GST on 1 st technical Visit (for loan more than Rs.10 Lacs) Rs. 750/- + GST – for each subsequent technical Visit
Legal Verification charges	Rs. 1500/-+ GST(for loan upto Rs. 10 Lacs) Rs. 2500/-+ GST(for loan more than Rs. 10 Lacs)
Document Custodian Fees	500/- + GST per Month (Chargeable after 30 days of loan tenure completion and if documents remain un-collected by the customer)
Switch/Conversion or change of Interest Rate Floating Rate to Fixed Rate of Interest or 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) **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.

3) **Insurance of the Borrowers:**

a) Credit Shield Insurance

Customers have the option to take a Credit shield Insurance for the term. Customers 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 customer for a term equal to the tenure of the Loan.

Loan amount.....

Tenure.....

Premium Amount.....

b) Property Insurance

Customers 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 amount would be payable separately by way of cheque/DD or deducted during the loan disbursement.

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) **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, the customer needs to 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 customer 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 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	Housing Loan – Nil
	Non Housing Loan – 4% on part payment/advance payment + GST,
Pre Closure Charges	Housing Loan: Floating Interest Rate – Nil
	Fixed Interest Rate –
	Own Source – Nil
	Loan Transfer - 4% on Principal outstanding +GST
	Non Housing Loan: 4% on principal outstanding + GST

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 UPI / Net banking / Debit card/ DD/Cheque/Cash, the receipts will be issued immediately and customers can also pay their dues outstanding via Online Mode (Net banking / Digital payments)
- 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' representatives will contact customers 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 modes:

Email: customercare@aptusindia.com

Phone: 044- 45650030

SMS/Whatsapp: +91-87544 00008

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

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

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

Customer App: Customers 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 to follow the below timelines for the general requirements of the customers:

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

Photo Copy of the title documents will be handed over only to the customer in person based on request given in writing to the branch. The copy would 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 borrowers 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 borrowers on submission of valid identity proof and fulfilling acknowledgement formalities.

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

9) **Grievance Redressal:**

Customers 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 can lodge their complaints in the register. The Branch Manager would be the person responsible to handle the customer 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 customers can contact the Manager, Customer Service through:

- a) **Mail:** Customers can mail their grievances directly to customercare@aptusindia.com
- b) **Post:** Customers can send their complaints to The Manager, Customer Service, Aptus Value Housing Finance India Ltd, 8B, Doshi Towers, 205, Poonamalle High Road, Kilpauk, Chennai 600010.
- c) **Phone:** Customers can call at 044-45650030 and register their complaint.
- d) **Customer App:** Customers 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 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 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, Poonamalee 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
