

Most Important Terms & Conditions:

1a. The Home Loan has been sanctioned on fixed rate of interest (fixed throughout loan tenure). Loan foreclosure charges @ 4% (plus applicable taxes) shall be applicable for pre-closure of loan prior to loan repayment tenure under fixed rate of interest, where the loan is pre-closed by borrowing from a Bank / HFC / NBFC / Financial Institution, i.e., where the pre-closure is not through own funds. MAHOFIN shall obtain details in order to ascertain source of funds of pre-closure. There is no policy for conversion of loan from fixed rate to variable rate.

1b. Following are the Charges.

Charges	Amount	Charges	Amount
Transaction Charges in BT & Top Up Loan	Rs.1000 Plus Applicable Taxes	Disbursement Cancellation	Rs.2000 Plus Applicable Taxes
Foreclosure statement	Rs.500 Plus Applicable Taxes	Stamp Duty/Franching charges	Actual Plus Applicable Taxes
Cheque/ECS bounce Charges	Rs. 1200 Plus Applicable Taxes	Duplicate No Dues Certificate	Rs.500 Plus Applicable Taxes
Cheque/ECS swapping charges	Rs. 750 Plus Applicable Taxes	Copy of property documents	Rs.500 Plus Applicable Taxes
Collection pick up charges	Rs.500 Plus Applicable Taxes	Statement of Account	Rs.500 Plus Applicable Taxes
Conversion charges	1% Plus Applicable Taxes	List of Documents	Rs.1000 Plus Applicable Taxes
External Opinion	Actual Plus Applicable Taxes	Statutory / Regulatory Charges	Actual Plus Applicable Taxes
Recovery Charges	Actual Plus Applicable Taxes	CERSAI Registry	Rs.500 Plus Applicable Taxes
Security PDC retrieval Charges	Rs. 500 Plus Applicable Taxes	Charges on Part disbursement	Rs. 1000 Plus Applicable Taxes
Loan Cancellation Charges	Rs. 3000 Plus Applicable Taxes		

1c. The application and processing paid / payable by you is non-refundable.

2. The Loan Disbursement will be conditional to:

- a. Acceptance of this sanction letter along with payment of Processing fees.
- b. Margin contribution having been paid in full, as stipulated. The loan amount shall be restricted to the prescribed ratio as per MAHOFIN prevailing policy. This ratio is calculated with the loan amount as a percentage of documented cost of property and market value, whichever is lower. The Borrower's margin will be determined by MAHOFIN as per its prevailing policy. For determining the amount to be disbursed, the decision of MAHOFIN would be final and binding.
- c. Necessary security documents having been executed and other pre-disbursement terms and conditions having been complied with to the satisfaction of MAHOFIN.
- d. MAHOFIN having received proof of satisfactory utilization of prior disbursed amounts before seeking subsequent disbursements.
- e. Satisfactory progress of construction of the property.
- f. MAHOFIN would normally allow a maximum disbursement period of 24 months from date of first disbursement. Thereafter, MAHOFIN reserves the right to commence EMI. Any part-disbursement after 24 months shall be considered at the sole discretion of MAHOFIN.

- g. Satisfactory legal and technical clearances of the property based on documents and information furnished by you. While MAHOFIN would adopt reasonable care during legal and technical due diligence, MAHOFIN shall not be held liable for the legal and technical clearances. In this regard, you may obtain an independent legal / technical opinion of the property.
 - h. The validity of this sanction will be for a period of 90 days from the date of this letter, within which period the loan disbursement has to start. MAHOFIN reserves the right to modify or revoke this approval at any point of time thereafter.
 - i. All special conditions mentioned in page one of this letter having been satisfied.
 - j. In addition to the above points, you are also bound by all the terms and conditions of the Loan Agreement & other documents and annexure as executed by you from time to time. MAHOFIN reserves the right to alter the terms and conditions or stipulate additional condition at any time before loan disbursement, or thereafter. In case of any discrepancy between the sanction letter and loan agreement, the terms and conditions of the loan agreement will override the terms and conditions mentioned in sanction letter.
 3. Calculation of EMI and Pre-EMI: The EMI (Equated Monthly Installment) is calculated on monthly reducing balance at the applicable rate of interest. The Pre-EMI interest will be calculated on the amount disbursed at the applicable interest rate.
 4. You are required to ensure prompt payment of your dues to MAHOFIN. In case of any delay / default of payment of dues, MAHOFIN shall advise you to make the payments that are due. All necessary information regarding the dues would be provided and would be explained to you in writing by MAHOFIN. In case you fail to pay the dues despite the reminders, MAHOFIN would adopt all legal recourse available to it for recovery of the dues. MAHOFIN may also exercise its right to recall the loan in case the dues are not paid.
 5. For any customer service related issue, including for availing your loan account statement, photocopy of documents, list of documents, no dues certificate after loan closure, or any other information, you are requested to contact the concerned branch within visiting hours of 10 am to 4 pm (Monday to Saturday). Alternatively, you can send email to us at customer.request@manappuramhomefin.com for any customer service related issue. MAHOFIN shall endeavor to provide the necessary information to you within 7 working days. In case of any grievance or if you are not satisfied with the response received from the branch, you can write to the Officer in charge of Grievance Redressal - Head Operations at the address mentioned, as the first level of escalation. Alternatively, you can email your complaints to the Officer in charge of Grievance Redressal at grievance@manappuramhomefin.com giving details of your complaint. In case you are not satisfied with the response received, you may write to the Chief Executive Officer at the address mentioned, as the next level of escalation, or email your complaints to the Chief Executive Officer at ceo@manappuramhomefin.com

If you are not satisfied with the response from the company, you may approach Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi 110 003, or lodge complaint in NHB Website <https://grids.nhbonline.org.in/>

 6. Terms and conditions are subject to changes based on policies of MAHOFIN. Changes if any, would be intimated to you in due course.