

Manappuram Home Finance Ltd

Key Facts Statement (KFS) & Most Important terms & Conditions (MITC)

1	Loan proposal/ account No.		Type of Loan	Housing Loan/ Loan against Property				
2	Sanctioned Loan amount (in Rupees)							
3	Disbursal schedule (i) Disbursement in stages or 100% upfront. (ii) If it is stage wise, mention the clause of loan agreement having relevant details		For point (i) In case of construction/Renovation/Extension- Disbursement in stages In case of Purchase- 100% upfront to seller In case of LAP- 100% Upfront Please refer clause no- 2.6, 2.7 & Schedule B of loan agreement					
4	Loan term (year/months/days)	Months					
5	Instalment details							
	Type of instalments	Number of EPIs	EPI (₹)	Commencement of repayment, post sanction				
	Monthly			Date of commencement of EMI will be based on the date of disbursement made				
6	Interest rate (%) and type (fixed or floating or hybrid)		%, Fixed				
7	Additional Information in case of Floating rate of interest –NA							
	Reference Benchmark	Benchmark rate (%) (B)	Spread (%) (S)	Final rate (%) R = (B) + (S)	Reset Periodicity (Months)	Impact of change in the reference benchmark (for 25 bps change in 'R', change in: ³)		
					B	S	EPI (₹)	No. of EPIs
	-	-	-	-	-	-	-	-
8	Fee/ Charges							
		Payable to the Company (A)			Payable to a third party through the Company (B)			
		One-time/Recurring	Amount (in ₹) or Percentage (%) as applicable		One-time/Recurring	Amount (in ₹) or Percentage (%) as applicable ⁵		
(i)	Processing fees	One-time	XXX		-	-		
(ii)	Insurance charges				One-time	XXX		
(iii)	Valuation fees	-	-					
(iv)	Any other Application Fees (please specify) Other charges shown below							

9	Annual Percentage Rate (APR) (%)	
10	Details of Contingent Charges (in ₹ or %, as applicable)	
(i)	Penal charges, if any, in case of delayed payment	24% per annum i.e 2% per month on the EMI dues on the actual no. of days due Plus Applicable Taxes.
(ii)	Other penal charges, if any Penal Charges (Cheque/ECS bounce Charges)	Rs 1200 Plus Applicable Taxes
(iii)	Foreclosure charges, if applicable	Shown in below table
(iv)	Charges for switching of loans from floating to fixed rate and vice versa	NA
(v)	Any other charges (please specify)	Shown below

SN	Particulars		Amount
1	Transaction Charges in BT & Top Up Loan	One-time as applicable	Rs.1000 Plus Applicable Taxes
2	Foreclosure statement	Based on the request	Rs. 500 Plus Applicable Taxes
3	Cheque/ECS swapping charges	Based on the request	Rs. 750 Plus Applicable Taxes
4	Collection picks up charges	Based on the event	Rs.500 Plus Applicable Taxes
5	Conversion Charges (Interest Rate and Interest Type)	Based on the request	1%
6	External Opinion	One-time	At Actuals
7	Recovery Charges	As and when applicable	At Actuals
8	Security PDC retrieval Charges	As and when applicable	Rs. 500 Plus Applicable Taxes
9	Loan Cancellation Charges	One-time	Rs.3000 Plus Applicable Taxes
10	Disbursement Cheque Cancellation	One-time	Rs.3000 Plus Applicable Taxes
11	Stamp Duty/Frinking charges	One-time	At Actuals
12	Duplicate No Dues Certificate	Based on the request	Rs. 500 Plus Applicable Taxes
13	Copy of property documents	Based on the request	Rs.500 Plus Applicable Taxes
14	Statement of Account	Based on the request	Rs.500 Plus Applicable Taxes
15	List of Documents	Based on the request	Rs.1000 Plus Applicable Taxes
16	Statutory / Regulatory Charges	As and when applicable	At Actuals
17	CERSAI Registry	One-time	Rs 50 plus taxes(Loan upto Rs 5 Lacs) Rs 100 plus taxes (Loan above Rs 5 Lacs) Rs 10 plus taxes (Search for information in CERSAI)
18	Charges on Part Disbursement	Each tranche	Rs.1000 Plus Applicable Taxes

19*	Pre-Closure Charges*	If applicable	4% on balance principal
20	Processing Fees	One-time	<p>Normal Loan- For Apna ghar nirman 0.5% of loan amount sanctioned or Rs.7500/- (whichever is higher). For apna ghar nirman plus 1.00% or Rs. 10000/- (whichever is higher). 2.00% for other HL Loans and 2.50% for LAP.</p> <p>Micro Home Loan- 0.5%of loan sanctioned or Rs.3000/- whichever is higher for Home loan and 3 % or Rs.4500/- whichever is higher for LAP cases (Plus Applicable Taxes)</p>
21	Safe custody charges (Incidental charges for keeping the original property documents in storage for their safety which are not received by the customer on time despite of several reminders, and registered letter from the Company)	As and when applicable	Rs 1000 + Applicable Taxes
*	<p>The Company shall not impose any pre-payment levy or penalty on the pre-closure of housing loans in the following circumstances:</p> <p>a. When the housing loan is based on a floating interest rate and is pre-closed from any source.</p> <p>b. When the housing loan is based on a fixed interest rate and is pre-closed by the borrower using their own sources, where "own sources" refers to any funds not obtained through borrowing from a bank, Housing Finance Company (HFC), Non-Banking Financial Company (NBFC), or any other financial institution.</p> <p>Furthermore, the Company shall not charge any foreclosure fees or pre-payment penalties on any floating rate term loan granted for non-business purposes to individual borrowers, regardless of whether there are co-obligants involved.</p> <p>However, pre-closure charges at the rate of 4% (plus applicable taxes) on the outstanding principal shall apply in the following cases:</p> <p>1. For housing loans on a fixed interest rate that are closed using sources other than the borrower's own funds.</p> <p>2. For Loan Against Property (LAP) loans on fixed rate of interest that are closed from sources that are either the borrower's own funds, by borrowing from a bank, HFC, NBFC, or any financial institution.</p> <p>No restriction on the part prepayment amount of any loans.</p>		

Part 2 (Other qualitative information)

1	Clause of Loan agreement relating to engagement of recovery agents	Refer Loan agreement clause no. 26
2	Clause of Loan agreement which details grievance redressal mechanism	Refer Loan agreement clause no. 24
3	Phone number and email id of the nodal grievance redressal officer	Mobile No : 0487-3520509 Email : headcrm@manappuramhomefin.com
4	Whether the loan is, or in future maybe, subject to transfer to another REs or securitisation (Yes/ No)	YES
5	In case of lending under collaborative lending arrangements (e.g., co-lending/ outsourcing), following additional details may be furnished: -NA	
	Name of the originating RE, along with its funding proportion	Name of the partner RE along with its proportion of funding
		Blended rate of interest
	-	-
6	In case of digital loans, following specific disclosures may be furnished: NA	
	(i) Cooling off/look-up period, in terms of Company's board approved policy, during which borrower shall not be charged any penalty on prepayment of loan	-
	(ii) Details of LSP acting as recovery agent and authorized to approach the borrower	-

Computation of APR

Sr. No.	Parameter	Details
1	Sanctioned Loan amount (in Rupees) (SI no. 2 of the KFS template – Part 1)	
2	Loan Term (in years/ months/ days) (SI No.4 of the KFS template – Part 1)	
a)	No. of instalments for payment of principal, in case of non-equated periodic loans	-
b)	Type of EPI Amount of each EMI (in Rupees) and Nos. of EMIs (SI No. 5 of the KFS template – Part 1)	Monthly
c)	No. of instalments for payment of capitalised interest, if any	-
d)	Commencement of repayments, post sanction (SI No. 5 of the KFS template – Part 1)	Date of commencement of EMI will be based on the date of disbursement made
3	Interest rate type (fixed or floating or hybrid) (SI No. 6 of the KFS template – Part 1)	Fixed
4	Rate of Interest (SI No. 6 of the KFS template – Part 1)	
5	Total Interest Amount to be charged during the entire tenor of the loan as per the rate prevailing on sanction date (in Rupees)	
6	Fee/ Charges payable (in Rupees)	
A	Payable to the RE (SI No.8A of the KFS template-Part 1)	
B	Payable to third-party routed through RE (SI No.8B of the KFS template – Part 1)	
7	Net disbursed amount (1-6) (in Rupees)	
8	Total amount to be paid by the borrower (sum of 1 and 5)(in Rupees)	
9	Annual Percentage rate- Effective annualized interest rate(in percentage) (SI No.9 of the KFS template-Part 1)	
10	Schedule of disbursement as per terms and conditions	Detailed schedule to be provided
11	Due date of payment of instalment and interest	DDMMYYYY

Repayment Schedule under Equated Periodic Instalment

Instalment No.	Outstanding Principal (in Rupees)	Principal (in Rupees)	Interest (in Rupees)	Instalment (in Rupees)

OTHER MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Loan.....(Name of the specific Loan Product)

Other major terms and conditions of the housing loan [other than KFS as shown above] agreed to between.....(the borrower) and the Manappuram Home Finance Ltd are as under:

1. Security/ Collateral for the Loan

i) Mortgage (mention details of the property to be mortgaged as security for the loan)

<propertyAddress1>

<propertyAddress2>

<propertyAddress3>

ii) Guarantee (mention the name of the Guarantors) <guarantee> Name of Guarantor

iii) Other Security (mention the details of other securities, if any) <otherSecurity>

2. Insurance of the Property/ Borrowers

Detail of the requirements and features of the insurance policy to be obtained for the property/ borrowers to be mentioned.

Insurance Type	Insurance Amount
Life Insurance	
General Insurance	

3. Conditions for Disbursement of the Loan

<Sanction Conditions>

and are subject to following:

- 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 Customer'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. The construction shall be as per approved plan.
- g. MAHOFIN would normally allow a maximum disbursement period of 15 months from date of first disbursement. Any part-disbursement after 15 months shall be considered at the sole discretion of MAHOFIN. In case of construction/Renovation/Extension loan the EMI shall be started from first disbursement itself.

- h. 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.
- i. MAHOFIN reserves the right to modify or revoke this approval at any point of time thereafter.
- 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.
- k. In case of LAP, the property should be complete in all respect and occupied by the customer
- l. All special conditions mentioned of this letter having been satisfied.

The Borrower who wishes to obtain insurance cover for the property or himself has to fill in the consent form for insurance, opting for insurance service provider and its finance in loan application form.

In case you have opted for insurance cover, MAHOFIN shall be made as sole beneficiary under these insurance cover policies and the insurance policy will be mailed directly to your mailing address. In case of non-availability of insurance cover due to any breach of conditions of insurance service provider, the same shall be intimated by MAHOFIN in writing.

4. Repayment of the Loan & Interest

The EMI For your loan is:

Amount of Instalment	: <EMI AMT>
Number of Instalments to be paid	: <Loan Tenure>
Due Date of Instalment	: <EMI Due Date>

5. Brief procedure to be followed for Recovery of overdues

a. If one or more of the Events of Defaults shall have occurred, then, the MAHOFIN, by a written notice to the Customer may declare the principal and all accrued interest and charges on the Loan which may be payable by the Customer under or in terms of the Loan Agreement and/or any other agreements, documents subsisting between the Customer and the MAHOFIN, as well as all other charges and dues to be due and upon such declaration the same shall become due and payable forthwith and the security in relation to the Loan and any other loans shall become enforceable, notwithstanding anything to the contrary in the Loan Agreement or any other agreement/s or documents. On occurrence of any of event of defaults, the MAHOFIN shall have right to recall the entire outstanding loan amount with all other charges and interest and the Customer, Co-customer, Guarantor will be liable to

forthwith repay such loan amount without any demur or protest.

b. If any Event of Defaults or any event, which, after the notice or lapse of time or both, would constitute an Event of Default, the Customer shall forthwith give a notice to MAHOFIN thereof in writing specifying such Event of Default, or such event.

c. In the event of defaults or any event, recovery of overdue shall be done by exercising action u/s 138 of the NI Act/ Sec 25 of the Payments Act Or action under Arbitration proceedings etc.

c. All reasonable costs incurred by MAHOFIN after an Event of Default has occurred in connection with:

1. Preservation of the Customer's Property (whether now or hereafter existing); or
2. Collection of amounts due under the Loan Agreement may be charged to the Customer and reimbursed, as MAHOFIN shall specify.

d. MAHOFIN may issue any certificate as regards payment of any amounts paid by the Customer to MAHOFIN in terms of the Loan Agreement only if the Customer has paid all amounts due under this Agreement to MAHOFIN and the Customer has complied with all the terms of this Agreement.

e. In the Event of Default, MAHOFIN shall be entitled to communicate, in any manner it may deem fit to or with any person or persons with a view to receiving assistance of such person or persons in recovering the defaulted amounts including but not limited to visiting the Property and/or any place of work of the Customer.

f. The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective law. Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdue, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

6. Date on which annual outstanding balance statement will be issued

The annual outstanding statement would be provided on the request of the customer with applicable charges and taxes.

7. Customer Services

For any queries, please call us on 0487-3520503/08/09 /18002101373 from Monday to Saturday between 9:30 a.m. to 6:30 p.m. or write to us at customer.request@manappuramhomefin.com Or you may meet Branch Manager / In charge at the nearest branch to you. The Customer may kindly note that in case of non-receipt of the SMS within 24 hours on payment of EMI the Customer shall contact us on the above mentioned numbers and raise complaint/enquiry.

Procedure to obtain the following including timelines:

I. Statement of Account (SOA) / IT Certificate/ Amortization Schedule

Income Tax certificates are provided free of cost once in a year. For Statement of accounts, pre-closure statement, copy of list of documents etc; will be provided on the basis of the customer request with applicable charges. The same will be provided within 15 working days from the date of written application.

II. Copy of Title Documents

Copy of title documents are provided on request subject to charges as applicable. The same will be provided within 15 working days from the date of written application.

III. Prepayment/Pre-closure and return of documents upon closure of loan

- Prepayment/Pre-closure Charges shall apply as mentioned in the point v) Any other charges clause no. 19 of Key Fact Statement.
- The property documents will be returned within 30 working days from the date of receipt of full payment towards closure of the loan.

8. Grievance Redressal:

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 during the visiting hours of 09:30 am to 6:30 pm (Monday to Saturday). Alternatively, you can send email at customer.request@manappuramhomefin.com and / Or call at customer care number 0487-3520503/08/09 /18002101373.

In case the complainant does not receive response from the company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints online on the website of NHB or through post to NHB, New Delhi.

MAHOFIN shall endeavor to provide the necessary information to you within 7 working days.

a. In case of any grievance wherein you are not satisfied with the response received from the branch, you can write to the Officer in charge of Grievance Redressal– Manager – Customer Care customer.request@manappuramhomefin.com at the address mentioned (8/596 , Padmaprabha Building, Near Sreerama swamy temple, Cherpu – Thriprayar Road, Thriprayar, Thrissur, Kerala – 680567), as the first level of escalation. Alternatively, you can email your complaints to the Officer in charge of grievance redressal at headoperations@manappuramhomefin.com giving details of your complaint.

b. In case you are not satisfied with the response received from the above mentioned

official's, you may write as second level of escalation to Head of Customer Relationship Management at the address mentioned (8/596 , Padmaprabha Building, Near Sreerama swamy temple, Cherpu – Thriprayar Road, Thriprayar, Thrissur, Kerala – 680567) or email your complaints to the Head of Customer Relationship Management at headcrm@manappuramhomefin.com.

c. In case if you are not satisfied with the response from the company, you may approach:

Complaint Redressal Cell,
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/>

OR

In offline mode, send your complaint in prescribed NHB format (<http://nhb.org.in> /Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf) to the below address:

National Housing Bank,
Department of Supervision
(Complaint Redressal Cell)
4th Floor, Core-5A, India Habitat Centre
Lodhi Road, New Delhi 110 003.

OR

Customer may escalate his grievance to National Consumer Helpline (NCH) too, on <https://consumerhelpline.gov.in>

OR

Customer may escalate his grievance to Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

<https://pgportal.gov.in/CPGOFFICE/>

It is hereby agreed that for detail terms and conditions of the loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/ to be executed by them.

The above terms and conditions have been read by the borrower/s / read over to the borrower by Shri/Smt./Kum. _____ of the company and have been understood by the borrower/s.

Srl. No	Name	Signature	Date
1			
2			
3			

The Company has uploaded the Fair Practice Code (FPC) on its website www.manappuramhomefin.com and displayed at every branch for customers. Apart from the above customer may ask the copy of the FPC at our any branches or he may request to our customer care team at customer.request@manappuramhomefin.com.

Accepted By Borrower:

1. Borrower /Applicant _____
2. Co- Applicant _____
3. Co-Applicant _____

For Manappuram Home Finance Limited

(Signature or thumb impression (Signature of the authorized of the Borrower/s) person of Lender)

Note: Duplicate copy of the MITC should be handed over to the borrower/s.