



DMI HOUSING FINANCE

SERVICE TIMELINE

Service request turnaround time (TAT) applicable for Retail Loans effective from 15th Jan 2025

Type of Service Request	Servicing TAT
Statement of account	7 working days
Loan amortisation table	3 working days
Income tax certificate for the current financial year	3 working days
Income tax certificate for the previous financial year	3 working days
List of original property documents	10 working days
Conversion of Rate of Interest	7 working days
Photocopy of original property documents	10 working days
Loan prepayment letter	10 working days
Handover of property papers of loan (after closure of loan)	14 working days

Note: For some service requests, the customer will be charged an applicable fee or charge. To understand the applicable fees or charges for each service request, please refer to the 'Schedule of Charges'. This turnaround time schedule is subject to change at the company's discretion.