

**DMI HOUSING FINANCE PRIVATE LIMITED MOST
IMPORTANT TERMS AND CONDITIONS (MITC)
(For Housing Loan/Non-Housing Loan)**

Major Terms and Conditions of the Housing/Non-Housing Loan agreed to between _____ (hereinafter referred to as the “**customer**” or the “**borrower**”) and **DMI Housing Finance Private Limited (“DMI HFC” or “Lender”)** are as under:

1. Loan

- Sanctioned Amount:

2. Interest

- Type - (Fixed/Floating or Dual/Special Rate):
- Interest Chargeable (..... i.e. % (reference rate +/-) for floating rate loans; and% for fixed rate loans):
- Moratorium or Subsidy:
- Date of reset of interest:
- Modes of communication of changes in interest rate: letters/email/sms

3. Installment Types: Monthly

4. Loan Tenure:

5. Purpose of Loan:

6. Fee and Other Charges:

- Please refer: Service & Charges Sheet enclosed herewith

Note: Changes as effected on above charge sheet would be displayed on DMIHFC website and also displayed on our Branch Notice Boards.

7. Security/ Collateral for the Loan:

- Mortgage:
- Guarantee:
- Other Security:

8. Insurance of the Property / Borrowers:

- The borrower shall ensure that the property mortgaged adequately insured against fire and other appropriate hazards during the entire tenor of the loan and to produce evidence thereof to DMI HFC each year /or whenever called upon to do so. DMI HFC should be the beneficiary to the insurance policy during the entire tenor of the loan.

9. Conditions for the Disbursement of the Loan:

- Disbursements under the loan shall be made subject to fulfillment and compliance of the home loan agreement and all other standard documents and writings executed by the borrower and as specified by the Lender, including the following:
 - o Legal and Technical assessment of the property;
 - o after the customer has complied with the requirement of creation of security interest in such a such manner as required by the Lender;
 - o After customer has paid / invested his own contribution in full; “own contribution” means cost of property minus loan.
 - o No event of default as defined in Article 7 of the home loan agreement shall have happened;
 - o The customer shall have satisfied DMI HFC about the utilisation of the proceeds of any prior disbursements;
 - o The customer needs to insure the property with an insurance company, against loss by fire, earthquake, floods and other damages, with “DMI Housing Finance Private Limited” as the beneficiary. The customer should furnish copy of the insurance policy with respect to the property (ies) endorsed in favor of the Lender as the financier/mortgagee.
- The Lender would be free to stop disbursements of further installments, on the happening of any of the events which will affect the security created in any way, i.e. due to stoppage of construction, delay in construction, litigation, acquisition, requisition, reduction in the value of the security offered, on happening of any events as stipulated in the home loan agreement under the heading ‘Events of default’ or for any other reason as deemed fit by the Lender.

10. Repayment of the Loan and Interest:

- **Repayment:** The loan is repaid by way of Equated Monthly Installments (EMI), which comprises of both principal and interest component. Repayment commences from the month following the month in which final disbursement of the loan is availed.
- Pending final disbursement, simple interest is applicable on the loan disbursed. This interest on the amount disbursed is called Pre-EMI. Pre-EMI interest is payable every month from date of each disbursement up-to date of commencement of EMI.
- The EMI For your loan is INR-----Years EMI = _____p.m.
- The EMI due date is 5th, 10th and 15th day of the next month after full disbursement
- Number of Installments to be paid are Months
- The changes in interest rate/ EMI/ loan tenure would be communicated via letters and/or mail(s)/SMS before any such implementation and would be displayed on the website of DMIHFC.

11. Brief Procedure to be followed for recovery of dues:

- In the event of a default in terms of the home loan agreement, the Lender shall send reminders to its customers through emails, SMS, letters, facsimile transmissions and visits, as the case may be and then, if the need so arises follow up with a notice to such effect before proceeding as per the terms of the home loan agreement and applicable laws and procedures prescribed therein.

12. Date on which annual outstanding balance statement will be issued:

- Please refer: Service turnaround time sheet enclosed herewith.

13. Customer Services:

- The borrowers can visit the premises of DMI Housing Finance Private Limited on any working day between 10:00 AM to 05:30 PM.
- Weekly Holiday- Saturday and Sunday.
- Person to be contacted for customer service – Mr. *****

14. Grievance Redressal:

- At DMIHFC, we have established a multi-level complaint/grievance redressal mechanism system duly approved by the Board of Directors. The details of the same are mentioned below:

- ☐ **Level 1-** At the initial level, the complaint is to be reported to the **Branch Manager** who shall make an entry in the complaint/grievance register along with details of the complaint. The said complaint shall be resolved within **15 days** of receipt of the complaint.
- ☐ **Level 2-** If the customer is not satisfied with the response of the Branch Manager to his complaint/grievance, then he can approach the **Grievance Redressal Officer** of the Company. The said complaint/grievance shall be acknowledged/response within **7 days** of receipt and the said acknowledgement/response should contain the name and designation of the official who will deal with the grievance and best efforts shall be made to dispose off the complaint/grievance within **30 days** of receipt of the complaint/grievance along with sufficient explanation. The complaint/grievance can be forwarded through E-mail or a letter can be sent to the registered office of the company addressed to the below mentioned official of the Company:

Name of Grievance Redressal Officer	Rohan Upadhyay Operations Head DMI Housing Finance Pvt. Ltd. Express Building, 3rd Floor, 9-10, Bahadur Shah Zafar Marg, New Delhi- 110002
Contact No.	011-49834444
Email Address	dmi@dmihousingfinance.in

- If a complaint has been received in writing from a customer, the Company shall endeavor to send him/ her an acknowledgement/ response **within a week**. The acknowledgement should contain the name & designation of the official who will deal with the grievance.
- If the complaint is relayed over phone at the Company's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
- After examining the matter, the Company shall send the customer its final response or explain why it needs more time to respond and shall endeavor to do so within **six weeks of receipt of a complaint**.
- ☐ **Level 3-** If the customer is not satisfied with the response of the Grievance Redressal Officer, then he can approach the **Business Head of the Company**. The

said complaint/grievance shall be resolved within **30 days** of receipt of the complaint/grievance along with sufficient explanation if the query cannot be resolved. The complaint/grievance can be forwarded through email at dmi@dmihousingfinance.in or a letter can be sent to the registered office of the company.

- In case the customer is dissatisfied with the response received from the Company or did not receive any response from the Company within the above said time-limit (i.e. 30 days), the customer may approach the **Complaint Redressal Cell of National Housing Bank (NHB) for HFCs**, by lodging the customer complaints in online mode at the link: <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at NHB website link: <https://www.dmihousingfinance.in/pdf/grievance-redressal-mechanism.pdf> [https://grids.nhbonline.org.in/\(S\(n5nz5nlf05ue3vgq0q4qwcyc\)\)/Complainant/Default](https://grids.nhbonline.org.in/(S(n5nz5nlf05ue3vgq0q4qwcyc))/Complainant/Default), send to the following address:

- o **To Complaint Redressal Cell,**
Department of Regulation and Supervision,
National Housing Bank (NHB),
4th Floor, Core 5-A, India Habitat Centre,
Lodhi Road, New Delhi – 110003.
Website : <https://grids.nhbonline.org.in>

- It is further informed that in accordance with the RBI Master Directions, Directions on Managing Risks and Code of Conduct in Outsourcing of Financial Services by NBFCs dated November 9, 2017 and DMI HFC's Model code of Conduct for DSAs (as amended from time to time), the aforesaid grievance redressal machinery of the Company shall also deal with the issues relating to services provided by the outsourced agency.

- The said Grievance Redressal Mechanism System (e-mail id and other contact details at which the complaints can be lodged, turnaround time for resolving the issue, matrix for escalation, etc.) has been duly displayed outside every branch, corporate/regd. office and the website of the Company.

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.

(Signature or thumb impression

Of the Borrower/s)

(Signature of the authorized

person of Lender)