



## Policy for Document Handover to Customers Post Closure of Loan

### 1. Document Handover Procedure:

- The original document will be handed over to the owners, Power of Attorney (POA) holders, or authorized signatories.
- After the handover, the customer's acknowledgement must be obtained on the photocopy of the No-Objection Certificate (NOC) along with any other applicable KYC documents. This acknowledgement must be retained by the DMI housing Finance branch.

### 2. Specific Guidelines for Power of Attorney (POA) Holders:

- If the document is handed over to a POA holder, it is mandatory to collect the POA document and the ID proof of the POA holder at the time of handover.

### 3. In the event of the Property Owner's Demise:

- In the unfortunate event of the demise of a property owner, the legal heir(s) must submit the following documents to ensure the proper transfer of property papers. These documents are essential for establishing legal ownership and resolving any outstanding obligations related to the property:
  - i. Death Certificate of the property owner.
  - ii. Legal Heir Certificate or Succession Certificate.
  - iii. No-Objection Certificate (NOC) from other legal heirs.
  - iv. Indemnity Bond (I-Bond).
  - v. KYC (Know Your Customer) documents of the legal heir(s).

- 4. In case of delay in releasing of original movable / immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, DMI Housing finance PVT LTD shall communicate to the borrower reasons for such delay. In case where the delay is attributable to DMI Housing Finance PVT LTD, it shall compensate the borrower at the rate of ₹5,000/- for each day of delay.