DMI HOUSING FINANCE

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: Customer Care

- Who to approach: Customer Care Executive / Branch Office
- Typical Channels: Phone 011-66107107 (10:00 AM–5:30 PM, excl. holidays); Email customercare@dmihousingfinance.in; Mobile App and Customer Portal (existing customers); walk-in at nearest branch
- Standard Resolution Time (TAT): Acknowledgement with complaint reference number within 7 days; phone complaints also receive a reference number and progress updates
- Action: Complaint reference number generated for tracking; customer is advised sharing loan details and issue description for quick redressal

Level 2: First Internal Escalation

- Who to approach: Mr. Rochit Goel, AVP – Operations
- Trigger: No response within 7 working days of Level 1, or dissatisfied with the resolution provided
- Channel: Email rochit.goel1@dmihousingfinance.in — 2nd Floor, MBD House, Gulab Bhawan, 6 Bahadur Shah Zafar Marg, I.P. Estate, New Delhi – 110002
- Standard Resolution Time (TAT): Endeavour to resolve within 7 working days; an interim response is sent if more time is needed

Level 3: Grievance Redressal Officer (Final Internal Escalation)

- Who to approach: Mr. Rohan Upadhyay, Grievance Redressal Officer
- Trigger: Not resolved under Levels 1 & 2, or customer remains dissatisfied — escalate after 7 working days from Level 2
- Channels: Email dmi@dmihousingfinance.in; Phone 011-69223700; same registered address as above
- Standard Resolution Time (TAT): Final response, or a reasoned explanation for delay, within a maximum of 30 days from the date the complaint was first raised

Level 4: External Regulatory Authority (NHB)

- Who to approach: National Housing Bank, Complaint Redressal Department
- Trigger: No response within 30 days, or complaint not resolved to the customer's satisfaction
- Channels to File: Online — NHB GRIDS Portal: grids.nhbonline.org.in
- Offline — prescribed complaint form by post/courier to National Housing Bank, Department of Regulation and Supervision, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110003

  Email: crcell@nhb.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	(Signature of the authorized
Of the Borrower/s)	person of Lender)