

MOST IMPORTANT TERMS AND CONDITIONS

Loan _____ (a. Purchase b. Constructions c. Repair, Renovation & Extension d. Plot Cum Construction e. LAP)	
OFFER CUM ACKNOWLEDGMENT FORM	
Major Terms and Conditions of the housing loan agreed to between _____ (Borrower (s) name) SATYA MICRO HOUSING FINANCE PVT. LTD. (Formerly known as "Baid Housing Finance Pvt. Ltd.") are as under.	
Loan Account No. (LAN No.) _____	
(For Office Use Only)	
Dear Customer	
Thank you for your decision to avail loan facility for the purpose/ on referred above. We hereby confirm our acceptance to extend the facility on terms referred herein.	
PARTICULARS OF THE LOAN:	
1	Application Form No.
2	Facility Loan Sanction Amount Not Exceeding (Rs.)
3	Facility Loan Type (Please specify)
4	Rate Type
5	SATYA MICRO HOUSING FINANCE PVT.LTD. (Formerly known as "Baid Housing Finance Pvt. Ltd.) Lending Rate/PLR
6	Moratorium or Subsidy
7	Date of Reset of interest
8	Mode of communication of changes in interest rate
9	Loan Tenure/Total No. of EMIs
10	Installment Type
REPAYMENT OF THE LOAN & INTEREST :	
1	EMI (Rs.)
2	Date of Commencement of EMI
3	Due Date for payment of EMI Cycle
4	Procedure for intimation of the changes in Rate of interest / EMI
INSURANCE OF THE PROPERTY AND THE BORROWER(S):	
1	Insurance of the Borrower
2	Insurance of the Property
FEES AND OTHER CHARGES:	
UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)	
	Initial Processing Charges
	Processing Charges
	Non Postal Stamp / Stamp Duty
	Non-encumbrance Certificate / Search Report
	Valuation/Technical Fee
	CERSAI: At the time of Disbursement : Creation of Charge
	CUSTOMER SERVICE CHARGES
	CERSAI: At the time of Modification of Charge (In case of Top Up)
	Prepayment Charges
	Cheque/ECS/ACH Bounce Charges (Per Instrument/Transaction)
	Late Payment Interest
	Duplicate No Dues Certificate

Applicant(s) Name : _____ Co-App. _____ Co-App. _____

Guarantor(s) Name : _____

"Borrower Signature(s) : _____ Co-App _____ Authorized Signatory
SATYA MICRO HOUSING FINANCE PVT. LTD. _____

Copy of property Papers	Rs. 500/- + GST
Charges for Missed Due Date	Rs. 200/- + GST
Cancellation Charges/Fees	1. If request received within 7 days of the disbursement: Only 1% + GST (cancellation Charges). 2. If request received after 7 days of the disbursement: Only 1% + GST (cancellation Charges) & PEMI till the cancellation request. (if applicable)
Disbursements Retrieval Charges	Rs. 500/- plus applicable taxes (GST) and/or other statutory levies
Duplicate Annual Account Statement, Provisional Certificate	Rs. 500/- + GST
Loan prepayment/closure (fully) statement / SOA / Repayment Schedule charges	Rs. 500/- + GST
Each Personal Visit to customer's place for collection of dues	Rs. 500/- per visit plus applicable GST
Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- + GST (cancellation Charges) & PEMI till the cancellation request
Cheque/ECS/ACH Swapping Charges (per set):	
PDC to PDC	Rs. 1000/- + GST
PDC to ECS/ACH	Rs. 1000/- + GST NIL (if same account)
ECS/ACH to ECS/ACH	Rs. 1000/- + GST
ECS/ACH to PDC	Rs. 1000/- + GST
CHARGES AT THE TIME OF FORECLOSURE	
Cash Collection Charges (Only FC)	Rs. 5/- per Thousand for Cash Collection + GST
Document Custodian Fees	Rs. 500/- + GST Per Month (Chargeable after 30 days of closure of the Loan Account)
Recovery Charges without Court Intervention	As per actual + GST
Legal Notice Charges for Recovery	As per actual + GST

Note: *The Govt. of India has implemented the Good & Service Tax (GST) effective from 1st July, 2017. Consequently, the Service Tax rate (including cess) of 15%, as applicable to the products & services rendered by financial institutions, has been replaced by the GST rate of 18%

SECURITY / COLLATERAL FOR THE LOAN:	
Mortgage of Below mentioned property in Favor of SATYA MICRO HOUSING FINANCE PVT. LTD. (Formerly known as "Baid Housing Finance Pvt. Ltd.")	
Property Mortgaged:	
Other Security:	
Detail of Guarantor(s):	
CONDITION FOR THE DISBURSEMENT OF LOAN:	
The Loan is subject to the below conditions:	
Any Special Condition:	
PROCEDURE OF RECOVERY OF OVERDUES AS FOLLOWS:	
Upto two PEMI / EMI outstanding	a. You will be informed via sms, phone calls or our representative would be visiting personally
More than two PEMI / EMI outstanding	b. Along with point a, legal notice is sent informing PEMI / EMI overdues.
More than three PEMI / EMI outstanding	c. Total loan recall notice is being sent & legal proceedings are started.
ANNUAL OUTSTANDING BALANCE STATEMENT	Within 30 days of closure of financial year
CUSTOMER SERVICES:	
For any assistance and information you can connect the Central Customer Relationship Management (CRM) cell of the company through below modes between the Working Hours from 9:30 AM to 6:30 PM.	
1. Contact to the branch manager/branch in charge of the branch nearby you	
2. Call to our Customer care No.:- 011- 44763525	
You can also write to our Customer care E-mail Id:- customer.care@satyahousing.com	
You can also write to us via our website: www.satyahousing.com	
You can collect the following documents by visiting our branch, time lines are mentioned for the same:	
Loan Account Statement	Within 3 working days
Photocopy of the title documents	Within 15 working days
Return of Original document on closure of the loan	Within 20 working days
I/WE ACKNOWLEDGE THAT:	
1. I/We have not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my/our application form.	
2. All other terms and condition of the contract will be as per our loan agreement signed by you	
3. This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.	
4. Company may withdraw this offer, if any information/document provided by you seems doubtful.	
5. Please read our agreement carefully for executing the same. our executive will help you in understanding/ clarifying any clause if you required.	
CUSTOMER GRIEVANCE MECHANISM	
SATYA MICRO HOUSING FINANCE PVT. LTD. (Formerly known as "BAID HOUSING FINANCE Pvt. Ltd."), we believe in providing the best of services to our customers. We provide customers with easy access to information products and services, as well as the means to get their grievances redressed.	
Step1:	
Please visit to the nearest SATYA MICRO HOUSING FINANCE PVT. LTD. Branch OR send mail on customer.care@satyahousing.com and submit your complaints/grievance get your complaint logged in the "Complaint & Grievance Register" Maintained at the branches (During the working hours from 10:00 AM to 7:00 PM)	
We will respond to your complaint within 15 working days.	
Step2:	
If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail, fax or call to the Nodal Officer of the company:-	
Mr. Ranjeet Kumar Mishra (Nodal Officer)	
SATYA MICRO HOUSING FINANCE PVT. LTD 519, 5 th Floor, DLF Prime Tower, Okhla Industrial Area, phase-1, New Delhi-110020 E-mail ID: nodal@satyahousing.com Office: 011- 44763525 Mob.: +91-7230995522	
After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.	
Step3:	
If your complaint remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:	
National Housing Bank, Department of Regulation and Supervision, (Complaint Redressal Cell) 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003	
The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link https://grids.nhonline.org.in	

Co-App

Co-App

Co-App

Applicant(s) Name : _____
Guarantor(s) Name : _____
"Borrower Signature(s) : _____

Authorized Signatory

"Borrower Signature(s) : _____

"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"

हमने मूल एमआईटीसी और ऋण समझौता प्राप्त कर लिया है और समझ लिया है"

Applicant(s) Name : _____ Co-App. _____ Co-App _____

Guarantor(s) Name : _____

"Borrower Signature(s) : _____ Co-App _____

Authorized Signatory
SATYA MICRO HOUSING FINANCE PVT.
LTD.