

Most Important Terms and Conditions (MITC)

Name/s of the Borrower/s:-----

Application Number: _____

Loan Product:

Major terms and conditions of your Loan agreed to between the Borrower/s named above, and Vastu Finserve India Private Limited ("VFIPL") are as under:

1. Key Terms of the Loan

Loan Amount:	Rs.
Interest Rate Type:	Fixed/Floating
Purpose of Loan:	
VFIPL PLR(Prime Lending rate):	20.77%
Rate of Interest:	% p.a.(VFIPL Prime Lending Rate 20.77% +/- Spread%)
Tenure:	
EMI Amount:	
Number of EMIs:	
Instalment Type:	Monthly/Quarterly/Half-Yearly
Presentation Date for EMIs/PEMI:	
Mode of repayment:	NACH
Modes of communication of changes in Interest rate:	Email/SMS/Letter
Date of Reset of Interest Rate:	With respect to PLR change
Moratorium or Subsidy:	Subject to Eligibility

Note:

- In case of a change in interest rate the EMI amount mentioned above will remain constant and the tenor of the Loan will be adjusted. However, VFIPL reserves the right to change the EMI.
- The Borrower/s shall pay the EMIs and the Pre EMI-Interest (as applicable) regularly on his/her/their own without any reminder or intimation from VFIPL.
- As per policy and practices followed by VFIPL, all customers are intimated of any change in the Prime Lending Rate. Further, besides sending of individual intimation

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022-24131991/92/93 | **Email:** customercare@vastufinservice.com | **Web:** www.vastufinservice.com

CIN No: U65990MH2018PTC314935

by letter/Email/ SMS, such changes in the Prime Lending Rate are duly notified and displayed immediately on the website of VFIPL for information to all its customers.

2. Fees and Charges

Charge Name	Amount
Processing Fee	Used CV: Up to 3% of the loan amount + GST Used Tractors:Up to 2.50% of the loan amount + GST All Other Products:Up to 2.00% of the loan amount + GST
Stamping/Other Charges	Up to 0.60% of the loan amount (Inclusive GST)
Insurance Endorsement Fee	Up to Rs. 250/- (Inclusive GST)
Deferral Payment Charges	Up to Rs. 250/- (Inclusive GST)
Valuation Charges	(Car/CV/Tractor): Rs. 1200 Up to (Inclusive GST) (HCV/CE): Rs. 1500 Up to (Inclusive GST)
Documents Charges	New Vehicle Up to Rs 1250/- and Used Vehicle Up to Rs 2000/-
RTO charges	On Actuals
Vehicle insurance	On Actual
Cheque Bounce	Up to Rs. 1180/- (Inclusive GST)
Penal Charges for delay in deposit	36% Yearly of overdue amount
Legal Charges	Actual
Collection Charge income	Up to Rs. 1180/- (Inclusive GST)
Reschedule Charge	Up to Rs. 1000/- + GST
PDC SWAP Charges	Up to Rs. 1500/- + GST
SOA Charges	Up to Rs. 1180/- (Inclusive GST)
Other Charge on Seizing	On Actual
Loan Cancellation Fee	Up to Rs. 3000/- + GST
Foreclosure Statement Charges	Up to Rs. 1180/- (Inclusive of GST)
Duplicate Loan NOC Charges	Up to Rs. 1000/- + GST
Foreclosure Charge	Up to 5% of Principal Outstanding +GST
Early foreclosure Charges (Within 6 months of Disbursement)	Up to 9%of Principal Outstanding +GST

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022-24131991/92/93 | **Email:** customercare@vastufinserve.com | **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935

Note:

- Above fee and charges are subject to change and will be at the sole discretion of VFIPL and any change in charges, would be informed to the customer in writing/email/ SMS.

3. Security for the Loan:

Name/s of the Guarantor/s: _____

4. Insurance of the Vehicle/Borrowers:

The Borrower/s is/are required to insure the Vehicle against all risks including accident, theft and third-party accident etc. and make VFIPL the sole beneficiary under the policy. The Borrower/s has/have to pay the premium in time and keep the policy alive at all times during the period of the Loan and produce evidence thereof to VFIPL from time to time on his/her/their own.

5. Conditions for disbursement of Loan

Compliance by the Borrower/s with the requisite conditions contained in the Sanction Letter; payment of own contribution; production of RC Book & Insurance in favor VFIPL hypothecation; and creation of security in favor of VFIPL as required by it.

6. Brief Procedure for Recovery of Overdue

VFIPL shall issue written Notice or Notices to the Borrower/s before initiating legal process including court proceedings to recover over dues or the entire outstanding Loan with unpaid dues and charges, as the case may be. However, though not obliged, VFIPL may, in its sole discretion, give personal or telephonic or written reminders or intimation to the Borrower/s before the above action.

7. Date on which annual outstanding balance statement will be issued -

on Customer request.

8. Customer Services

Person to be contacted for customer service: VFIPL Branch Manager or Sales Manager as the case may be.

Customers who wish to provide feedback or send in their complaint may also use the following channels between 10:00 am and 6:00 pm, Monday to Friday (except on national holidays).

Call us: 1800 26 77770

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022-24131991/92/93 | **Email:** customercare@vastufinserve.com | **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935

Email: customercare@vastufinserve.com

Write to us at the below mentioned address:

Vastu Finserve India Private Limited – Customer Service Cell

A Wing 203/204 Navbharat Estates
Pvt Ltd, Navbharat Estates,
Barrister Nath Pai Marg, Mumbai,
Maharashtra 400015

Procedure to Obtain the mentioned documents: -

- a) Loan Account Statement can be provided within 7 business days from the of date of receipt of request. Necessary administrative fees shall be applicable.

9. Grievance Redressal Procedure:

Level 1

You can call us on 1800 26 77770 or write us on customercare@vastufinserve.com between 10:00 AM to 6:00 PM, Monday to Friday (expect national holidays).

Visit our Branch Monday to Friday Timing: 11.00 AM to 5.00 PM

Write us at customercare@vastufinserve.com

You will receive an acknowledgement/response within 7 working days from the Customer service team who has received your communication.

Level 2

If you are not satisfied with the resolution you receive, we request you to contact the Grievance Redressal Officers and/or Nodal Officer of the Company.

The details of the Grievance Redressal Officer and Principal Nodal Officer are given below:

	Grievance Redressal Officer	Principal Nodal Officer	Nodal Officer
Name	Mr. Sujay Patil	MrAppannan Ponsivalai	Ms. Ankita Gupta
Email us at	grievanceofficer@vastufinserve.com	nodalofficers@vastufinserve.com	
Call us at	022-35286713		
Write to us at address	Vastu Finserve India Private Limited Unit Nos. 203 & 204, 2nd Floor, A wing, Navbharat Estates, Zakaria Bunder Road, Sewri, Mumbai 400015		

You will receive an acknowledgement/response within 7-10 Working days from the receipt of your complaint/query.

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022-24131991/92/93 | **Email:** customercare@vastufinserve.com | **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935

Level 3

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to regulatory authority of the Reserve Bank of India, at the address given below:

Officer in Charge
Reserve Bank of India, DNBS,
Mumbai Regional Office, RBI Building,
3rd Floor, Opp. Mumbai Central Railway Station,
Mumbai-400008

OR

Lodge a complaint online through <https://cms.rbi.org.in>

OR

Submit through electronic or physical mode to Centralised Receipt and Processing Centre (CRPC) on

Email	CRPC@rbi.org.in
Address	CRPC, 4th Floor Sector -17, Chandigarh – 160017
Contact center (toll-free no)	14448
Timing	9:30 am to 5:15 pm

It is hereby agreed that for detailed and exhaustive terms and conditions of the Loan, the Parties hereto shall refer to and rely upon the Sanction Letter as well as the Loan Agreement and other documents executed/ to be executed by them or either of them and in the event of any inconsistency the said Letter and the documents shall prevail. The above terms and conditions have been read by the Borrower/s or read to the Borrower/s by an authorized representative of VFIP and have been understood by the Borrower/s and a duplicate copy of this MITC has been received by the Borrower.

Applicant / Co applicant Name	Date	Signature

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022-24131991/92/93 | **Email:** customercare@vastufinserve.com | **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935

Authorized Signatory of VFIP



VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022-24131991/92/93 | **Email:** customercare@vastufinserve.com | **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935