

## Most Important Terms and Conditions (MITC)

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

Application Number: \_\_\_\_\_

**Loan Product:** Loan Against Property

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:

### Key Terms of the Loan

|   |   |
|---|---|
| Loan Amount:  | Rs.   |
| Interest Rate Type:                                 | Floating  |
| Purpose of Loan:                                    |   |
| VFIPL PLR(Prime Lending rate):                      | <b>20.77%</b>                                       |
| Rate of Interest:                                   | % p.a.(VFIPL Prime Lending Rate 20.77% +/- Spread%) |
| Tenure:   |   |
| EMI Amount:   |   |
| Number of EMIs:                                     |   |
| 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

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**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.

## Fees and Charges

| Nature of Charge  | Amount  |
|---|---|
| Copy of Welcome Letter and Amortization Schedule                                      | Rs.250/-  |
| Initial Non-refundable Application Fees   | Rs.5000/- for LAP   |
| <b>Processing Fee</b>   | <b>Upto 3% of Sanctioned Amount</b>   |
| <b>Loan Cancellation Charges</b>  | <b>4% of sanction amount</b>  |
| CERSAI charges  | Rs.50/- for loan amount upto Rs. 5 lakhs<br>Rs.100/- for loan amount above Rs.5 lakhs   |
| PDC / NACH Bounce Charges   | Rs. 500/-   |
| <b>Administrative Fees</b>  | <b>Upto Rs. 5500/-</b>  |
| <b>Post disbursement document (PDD Charges)</b>                                       | <b>Upto 0.5% of Sanctioned amount</b>   |
| <b>Non -refundable BT upfront fees mandate</b>  | <b>Rs.5000/-</b>  |
| <b>Penal Charges for delay in deposit (Applicable on Outstanding Installment Due)</b> | <b>24% Yearly</b>   |
| PDC /NACH Swap fee  | Rs. 500/-   |
| Statement of Account, List Of Documents, Foreclosure Letter and Duplicate NOC         | Rs. 500/- per document  |
| Retrieval of Copy of Documents  | Rs.250/- for one document<br>Rs.500/- for 2 to 4 document<br>Rs.1000/- for more than 4 documents  |
| Prepayment and Foreclosure charges  | In case of loan against property given to Individual/Non-individual for business purpose on Floating Rate of Interest: <b>4% charges would be levied on principle paid for pre-closure and part-payment</b> |
| <b>Collection Charges</b>   | <b>Rs 500/- per visit</b>   |
| <b>Cheque Collection Charges</b>  | <b>Rs 250/-</b>   |
| <b>Cash Collection Charges</b>  | <b>Rs 500/-</b>   |
| Original Document Retrieval Fee   | Rs. 3000 /-   |

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**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.

## Security for the Loan:

Mortgage Property Details:

Name/s of the Guarantor/s: \_\_\_\_\_

Other Security if any:

## Insurance of the Property/Borrowers:

The Borrower/s is/are required to insure the property against all risks including fire, earthquake, and flood 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.

Insurance of the Borrower: In order to protect the life of borrower

## 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 all property and title related documents; submission of approved plans; statutory approvals and creation of security in favor of VFIPL as required by it.

## 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.

**Date on which annual outstanding balance statement will be issued** - on Customer request.

## Customer Services

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

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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

**Email:** [customercare@vastufinserve.com](mailto: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: -

- Loan Account Statement can be provided within 7 business days from the of date of receipt of request. Necessary administrative fees shall be applicable.
- Photo copies of documents can be provided within 10 business days from the date of receipt of request. (Necessary administrative fees shall be applicable as per MITC)
- Original documents will be returned within 20 business days from the date of closure of loan

**Grievance Redressal Procedure:**

Level 1

You can call us on 1800 26 77770 or write us on [customercare@vastufinserve.com](mailto: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](mailto: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:

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|                               | Grievance Redressal Officer  | Principal Nodal Officer  | Nodal Officer    |
|-------------------------------|--|--|------------------|
| <b>Name</b>                   | Mr. Sujay Patil  | Appannan Ponsivalai  | Ms. Ankita Gupta |
| <b>Email us at</b>            | <a href="mailto:grievanceofficer@vastufinserve.com">grievanceofficer@vastufinserve.com</a>   | <a href="mailto:nodalofficers@vastufinserve.com">nodalofficers@vastufinserve.com</a> |                  |
| <b>Call us at</b>             | 022-35286713   |  |                  |
| <b>Write to us at address</b> | Vastu Finserve India Private Limited<br>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.

### 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

|                                      |  |
|--------------------------------------|--|
| <b>Email</b>                         | <a href="mailto:CRPC@rbi.org.in">CRPC@rbi.org.in</a> |
| <b>Address</b>                       | CRPC, 4th Floor Sector -17,<br>Chandigarh – 160017   |
| <b>Contact center (toll-free no)</b> | 14448  |
| <b>Timing</b>                        | 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 VFIPL and have been understood by the Borrower/s and a duplicate copy of this MITC has been received by the Borrower.

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| Applicant / Co applicant Name | Date | Signature |
|-------------------------------|------|-----------|
|                               |      |           |
|                               |      |           |

\_\_\_\_\_  
Authorized Signatory of VFIPL



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