

Policy on Resolution Framework 2.0 for resolution for Covid19 related stress of Individuals and Small Businesses

1. BACKGROUND

Ummeed Housing Finance Private Limited (hereinafter referred to as “the Company” or “HFC” or “Lender”) is a Private Limited Company incorporated under the provisions of the Companies Act, 2013 and registered as a Housing Finance Company (“HFC”) with the National Housing Bank (“NHB”).

The Reserve Bank of India (Prudential Framework for Resolution of Stressed Assets) Directions 2019 dated June 7, 2019 (“Prudential Framework”) provides a principle-based resolution framework for addressing borrower defaults under a normal scenario.

The economic fallout on account of the Covid-19 pandemic has led to significant financial stress for borrowers, posed a significant financial stability risks.

To address this, the Reserve Bank vide its circular DOR.No.BP.BC/3/21.04.048/2020-21 dated August 6, 2020 on “Resolution Framework for COVID-19-related Stress” (“**Resolution Framework – 1.0**”) had provided a window to enable lenders to implement a resolution plan in respect of eligible corporate exposures without change in ownership, and personal loans, while classifying such exposures as Standard, subject to specified conditions.

Now, due to second wave of pandemic disturbing again the economic activities in India, RBI notified “**Resolution Framework – 2.0**” for resolution of Covid-19 related stress of Individuals and Small Businesses vide its notification No. RBI/2021-22/31 DOR. STR.REC.11/21.04.048/2021-22 dated 5th May 2021, broadly in line with the contours of the Resolution Framework - 1.0, with suitable modifications. Therefore, this policy should be read in consonance with earlier version of Restructuring Policy approved by the Board on October 14, 2020 under Resolution Framework 1.0, however it is clarified that the provisions of Restructuring Policy 2.0 shall override and prevail over the provisions of the said earlier version of Restructuring Policy, and provisions under earlier Restructuring Policy shall apply in so far as and to the extent that they are not, either expressly provided in Restructuring Policy 2.0.

2. OBJECTIVES

The objective of the Policy is to facilitate the eligible Borrowers to avail a limited window to implement resolution plans while classifying the same as standard up on implementation of the resolution plan subject to conditions specified under Resolution Framework 2.0 provided by the RBI.

3. TERMS AND DEFINITIONS

For the purposes of this policy, the below terms shall have the meaning as provided hereunder:

TERM	DEFINITION
------	------------

BOARD	The Board shall mean the Board of Directors or any authorized committee(s) of the board of the Company.
COVID-19	Coronavirus Disease or COVID-19 is an infectious disease, which was declared as a global pandemic by World Health Organization on 11 March 2020.
DATE OF INVOCATION	“Date of Invocation” shall be the date on which both the borrower and lending institution have agreed to proceed with a resolution plan under this framework. The last date for invocation of resolution permitted under this window is September 30, 2021.
DATE OF IMPLEMENTATION	“Date of Implementation” shall not be later than 90 days from the date of invocation.
ELIGIBLE BORROWER	<p>For resolution plan under this Policy, it is to be ensured that the resolution under this facility is extended only to borrowers having stress on account of Covid19, and the credit facilities / investment exposure to the borrower was classified as ‘<i>Standard</i>’ by the lending institution as on March 31, 2021.</p> <p>Further, the Eligible Borrower shall mean and includes:</p> <ul style="list-style-type: none"> • Individuals, who have availed personal loans, excluding the credit facilities provided by lending institutions to their own personnel/staff; • Individuals who have availed loans and advances for business purposes, and in respect of whom the aggregate exposure of lending institutions is not more than Rs 25 crores as on 31st March 2021; • Small businesses, engaged in wholesale or retail trade, not classified as MSMEs as on 31st March 2021, and on whom the aggregate exposure of lending institutions is within Rs 25 crores.
MORATORIUM PERIOD	<p>Moratorium shall be maximum of 2 years, commencing immediately upon implementation of the resolution plan.</p> <p>The overall caps on moratorium and / or extension of residual tenor granted under Resolution Framework – 1.0 and this framework combined, shall be two years.</p> <p>Restructuring should not result into moratorium beyond 2 years or extension of the residual tenure of the loan by more than 2 years.</p>
NON-ELIGIBLE BORROWER	<ul style="list-style-type: none"> • Credit facilities provided by lending institutions to their own personnel/staff shall not be eligible for resolution under this framework. • Borrower accounts should not have availed of any resolution in terms of the ‘<i>Resolution Framework – 1.0</i>’, subject to the special exemption that the lending institutions are permitted to use this window to modify such plans <u>only</u> to the extent of increasing the period of moratorium / extension of residual tenor and the consequent changes

	<p>necessary in the terms of the loan for implementing such extension.</p> <ul style="list-style-type: none"> The ineligible businesses as were listed in clauses (a) to (e) of Para 2 of Annexure to 'Resolution Framework – 1.0' will remain ineligible here too, those are MSME borrowers, Farm credit, Loans for on-lending to agriculture, exposure to Central / State Govt/ Local Bodies etc., Exposure of HFCs where the account has been rescheduled para 2(1)(zc)(ii) of the Master Circular - The Housing Finance Companies (NHB) Directions, 2010 after March 1, 2020.
PERSONAL LOANS	<p>“Personal Loan” refers to loans given to individuals and consist of (a) consumer credit, (b) education loan, (c) loans given for creation/ enhancement of immovable assets (e.g., housing, etc.), and (d) loans given for investment in financial assets (shares, debentures, etc.), but does not include:</p> <ul style="list-style-type: none"> “Loan Against Property” loans which are availed for business purpose but are secured by immovable assets, and Loans granted to individuals where the property is in name of individual and a related company/non individual entity has been taken as co-borrower on the loan structure to supplement the income for repayment of loan.
STANDARD ASSETS	<p>Standard asset shall mean the asset in respect of which, no default in repayment of principal or payment of interest is perceived and which does not disclose any problem or carry more than normal risk attached to the business.</p>

4. ELIGIBILITY FOR RESOLUTION UNDER THIS POLICY

The Company shall take into consideration only the '**Eligible Borrowers**' for the purpose of considering and implementing the resolution plans. However, it is necessary that the Eligible Borrower's account is classified as 'Standard Asset' as on the Date of Invocation (i.e., moratorium period if granted under the RBI's Covid19 Resolution Framework 1.0, shall not be counted as a period of default).

Keeping in view the RBI guidelines issued from time to time, the Board will consider and provide suitable resolution/restructuring plans for the Eligible Borrowers, provided the overall caps on moratorium and / or extension of residual tenor granted under Resolution Framework – 1.0 and 2.0 combined, shall be two years.

5. RESOLUTION PLAN

The resolution plans may inter alia include rescheduling of payments, conversion of any interest accrued, or to be accrued, into another credit facility, or granting of moratorium based on an assessment of income streams of the borrower, subject to a maximum of two years, or revisions in working capital sanctions.

Correspondingly, the overall tenor of the loan may also get modified, commensurately.

The moratorium period, if granted, shall come into force immediately upon implementation of the resolution plan.

Options under Resolution Plan: Following options or any mix thereof as permissible within the ambit of framework of RBI guidelines / NHB Circulars or Directions may be offered to Eligible Borrowers, subject to discretion of credit committee/ management of the Company:

Option 1 – Extension of loan tenor by 2 years giving EMI amount relief to the customer for 24 months; or

Option 2 – “*Interest only*” repayment option to the customer for 12 to 24 months giving relief on EMI amount; or

Option 3 – Step up/ ballooning EMI option, charging partial EMI to the customer for 6/ 12/ 24 months and adding up balance payable to come up with revised amortization schedule post 6/ 12/ 24 months; or

Option 4 – Extension of moratorium by 1 – 24 months as allowed under the RBI’s framework 2.0, subject to overall limit of 2 years taken together under Resolution Framework 1.0 and 2.0.

6. PROCESS

The Eligible Borrowers’ accounts should continue to be classified as “Standard” from the date of invocation upon implementation of resolution under this framework.

Resolution under this framework may be invoked not later than September 30, 2021 and must be implemented within 90 days from the date of invocation. However, the lending institutions should strive for early invocation.

7. TIMELINES FOR RESOLUTION

The resolution plan for the Eligible Borrower account under this Policy shall be invoked latest by September 30, 2021 and must be implemented within 90 (Ninety) days from the Date of Invocation.

For example: If Resolution Plan invoked for any an account of September 30, 2021, then implementation shall be completed within 90 days of invocation date i.e. on or before December 29, 2021.

8. IMPLEMENTATION OF RESOLUTION

A restructuring of loan would be treated as implemented upon fulfilment of all the following conditions:

1. All related documentation, including execution of necessary agreement(s), if any, between Lender and Eligible Borrower are completed;
2. The new loan amount and/ changes in the terms and conditions of the existing loan account get duly reflected in the books of accounts of the Lender; and

3. The Eligible Borrower is not in default with the Lender as per the revised terms and conditions.

9. DUE DILIGENCE PROCESS

The Company on receipt of a written request application/email from the Eligible Borrower, shall evaluate the proposal for restructuring of the personal loan account(s) including evaluation of necessary documents.

Only on due evaluation of the request submitted by the Eligible Borrower, the concerned team of the Lender shall execute with the Eligible Borrower necessary amendment agreement or other necessary documents in order to record the revised terms and implement viable resolution plan(s), as provided in Section 8 above for **Implementation of Resolution**.

10. ASSET CLASSIFICATION AND PROVISIONING

Additional finance to borrowers: Additional finance to borrowers if sanctioned before implementation of the plan to meet the interim liquidity requirement may be classified as ‘**standard asset**’ till implementation of the plan, regardless of performance of the borrower. In case resolution plan is not implemented within timelines, additional finance sanctioned will be classified as per actual performance of the borrower.

Reclassification of Assets: As on date of implementation of plan, Assets those slipped in to NPA **between invocation and implementation** may be upgraded as Standard, only when a resolution plan is implemented under this facility.

Provisioning: The provisions to be maintained on such restructured account by the Company shall be higher of the two below:

- Provisions maintained with respect to such ‘*Eligible Borrower*’ prior to implementation of resolution plan as per the applicable IRAC norms;
- 10 % of the renegotiated debt exposure after implementation of resolution plan (‘Residual Debt’)

**While making provisions on such accounts, the Company shall also take in to consideration ECL methodologies as per IndAS.*

Write back of provisions: 50% of the provision may be written back upon the borrower paying at least 20% of the ‘*Residual Debt*’ without slipping into NPA and remaining half may be reversed upon payment of additional 10% of Residual Debt.

11. PRUDENTIAL NORMS

Quarterly Disclosures in Financial Statements: The RBI has required quarterly disclosure of resolution plans approved under this Framework to be made in the *Quarters* ending *September 30, 2021*, and *December 31, 2021*, in a format as annexed at *Annexure “I”*. Further, the number of borrower accounts where modifications were sanctioned and implemented; and the aggregate exposure of the lending institution to such borrowers may also be disclosed on a quarterly basis, starting from the quarter ending *June 30, 2021*. However, this seems that it is required for companies publishing quarterly financial results. Industry practice to be followed, if not clarified by RBI.

Annual Disclosures in Financial Statements: Companies publishing only annual financial statements, shall make the required disclosures in their annual financial statements, along with other prescribed disclosures.

Disclosures in Credit Reports: Credit reporting, to credit information companies, of borrowers whose accounts are restructuring under this facility shall carry a specific mention – “*Restructured due to COVID19*” status. The intent seems that the restructuring shall not tarnish the credit history of the borrower.

12. STANDARDIZED TEMPLATES

Product-level standardized templates i.e. draft sample formats of Restructuring Letters and Supplementary Agreements are developed and annexed to this Policy at **Annexure “II” & “III”** respectively and be used, in order to optimize the processing time.

13. GRIEVANCE REDRESSAL

In case of any query/ complaint/ grievance(s) of borrowers, who request for resolution under the window and / or are undergoing resolution under this window, shall be dealt in accordance with Company’ Grievance Redressal Policy, which can be referred at our website (www.ummeedhfc.com) for further details.

14. MISCELLANEOUS

Display on Website: The Board approved Policy on Restructuring of Stressed Assets will be hosted on the Company’s website for our customers information and benefit.

Effective date: This Policy shall be effective from the date of approval of this Policy by the Board.

Review of Policy: The Policy shall be reviewed as and when required by the applicable rules and regulations.

While Policy outlines the broad internal guidance that the Company will follow to take decisions regarding this restructuring of stressed assets/loan, the Company retains the discretion to take decisions regarding this Policy depending on case specific issues or nuances. The Company reserves the right to amend the Policy within the framework of RBI guidelines / NHB Circulars or Directions in this regard.

Enclosures:

“A”: Format for disclosures to be made in the quarters ending September 30, 2021 and December 31, 2021;

“B”: Sample draft format of Restructuring Letter;

“C”: Sample draft template of Supplementary Agreement.

Enclosure- "A"

Format for disclosures to be made in the quarters ending September 30, 2021 and December 31, 2021

<i>S. No.</i>	<i>Description</i>	<i>Individual Borrowers</i>		<i>Small businesses</i>
		<i>Personal Loans</i>	<i>Business Loans</i>	
(A)	Number of requests received for invoking resolution process			
(B)	Number of accounts where resolution plan has been implemented under this window			
(C)	Exposure to accounts mentioned at (B) before implementation of the plan			
(D)	Of (C), aggregate amount of debt that was converted into other securities			
(E)	Additional funding sanctioned, if any, including between invocation of the plan and implementation			
(F)	Increase in provisions on account of the implementation of the resolution plan			

Sample draft format of Restructuring Letter

ARRANGEMENT LETTER FOR RESTRUCTURING OF DEBT

Date: DD/MM/YYYY

[Name of the Borrower(s)]

.....

.....

.....[Address].

Subject: Restructuring of loan under RBI’s Resolution Framework 2.0 for COVID -19 related stressed assets of individuals and small businesses

Ref: Loan Account: (“Loan Account”)

Name of the Borrower(s): (“Customer”/“You”)

Dear Customer(s),

This has reference to your request for the restructuring of your existing debt facility with Ummeed Housing Finance Private Limited (hereinafter referred as “Ummeed” /“Company”) to adapt the financial stress induced due to the onset of Covid-19 crises. In this regard, it is stated as under:

1. In light of loan structuring frameworks by the Reserve Bank of India (RBI) vide circular No. RBI/2020-21/16 DOR.No.BP.BC /3/21.04.048/2020-21 dated 06th August, 2020 and recently announced circular No. RBI/2021-22/31 DOR.STR.REC.11/21.04.048/2021-22, dated May 5, 2021 (“ **Resolution Framework 2.0**”) , the board of the Company has adopted a loan restructuring policy in order to provide necessary support to the customers experiencing financial hardship as a result of COVID-19. (“**Covid Restructuring Plan 2.0**”). You may refer our website (www.ummeedhfc.com) for further details.

2. Please note that your request for the restructuring of your existing debt facility with the Company has been duly evaluated and we are pleased to offer you the following restructuring option :-

Covid Re-structuring Plan 2.0	Moratorium of ____ Months (not exceeding beyond 2 years, inclusive of any moratorium availed already under Resolution Framework 1.0)
--------------------------------------	---

3. Please further note that upon availing the benefits under the aforementioned **Moratorium of ____ Months**” under Covid Restructuring Plan 2.0, the interest shall continue to accrue on the outstanding portion of the term loan during moratorium. Hence, the accumulated accrued interest shall be adjusted in the future EMI’s and/or shall result in the elongated tenure of your Loan. You are aware that availing of moratorium would impact tenor of your debt facility with the Company.

4. Please further note that, post implementation of this Covid Restructuring Plan 2.0, you shall be required to make timely payment of your revised loan obligations, failing which, you

shall be treated in accordance with the relevant RBI norms and shall be liable to pay all overdue or penal or any other charges. **It is hereby clarified that this Restructuring Plan is ONE-TIME restructuring of your debt facility and any breach of these terms would amount to be breach of the terms and conditions mentioned under Sanction Letter, Loan Agreements and other Loan Documents.**

5. Please further note that, you shall be considered eligible under Covid Resolution Plan 2.0. PROVIDED you have not availed of any resolution in terms of Resolution Framework 1.0 dated August 6, 2020, subject to special exemption as provided in clause 22 of Resolution Framework 2.0 dated May 5, 2021, that is with respect to only increasing the period of moratorium /extension of residual tenor up to maximum of 2 years under both frameworks, and your loan account was classified as ‘Standard’ as on March 31, 2021.

6. Please further note that this Covid Restructuring Plan 2.0 shall be treated as implemented upon fulfilment of all the following conditions:

- a) All related documentation, including execution of necessary addendum/supplementary agreement(s), if any, between the Company and the Customer are completed to the satisfaction of the Company;
- b) The new loan amount and/ changes in the terms and conditions of the existing loan account / debt facility get duly reflected in the books of accounts of the Company; and
- c) Customer is not in default with the Company as per the revised terms.

7. You would be required to submit Post Dated Cheques/Standing Instruction/ NACH mandate or any other valid instrument of payment named by Ummeed for repayment as per the revised payment terms within maximum 10 days from the date of this communication.

8. Your liability to Ummeed will be extinguished only when the outstanding in the loan account becomes ‘Nil’ upon payment of all the dues including any charges, interest and costs as applicable to the loan account.

9. Income Recognition and Asset Classification (i.e. IRAC) status of your account would be governed by RBI guidelines in this regard from time to time and the relevant rules would be applicable to your account in accordance with the extant RBI directions/ notification/ guidelines and as per the Company's Policy.

10.. You are hereby advised to submit this letter duly signed by you, co-Borrowers/ Guarantor/s (if any) in acceptance of the terms of above-mentioned terms and conditions, within ten (10) days of this letter.

Please visit our website for the more information, or feel free to call us at our helpdesk/ customer care desk on 18002126127.

Yours Sincerely,
.....
(Authorised Signatory)
Ummeed Housing Finance Private Limited

Enclosure "C"

Sample draft template of Supplementary Agreement.

SUPPLEMENTARY LOAN AGREEMENT
(For extension of Moratorium for first time restructuring under Reserve Bank's Resolution Framework 2.0 [or restructuring of accounts, already restructured under the earlier Resolution framework 1.0]¹)

This supplementary loan agreement made on this day of at between Mr./Ms..... S/o Mr..... jointly with Mr./Ms..... W/o..... presently residing at hereinafter called "**Borrower**" which expression shall unless the context otherwise requires, includes his heirs, executors, administrators and permitted assign) of the one part and **Ummeed Housing Finance Pvt. Ltd.**, a company incorporated under the Companies Act 2013, and having its Registered Office at 318 DLF Mangolias, Golf Course Road, Sector - 42 Gurgaon - 122002, Haryana hereinafter called the "**Lender/Company**" (which expression shall unless the context otherwise requires, include the successors and assigns) of the other part SUPPLEMENTARY to the loan agreement dated [and/ or Supplementary Agreement dated]² entered into between the same parties, hereinafter called the "**Agreement**" (which expression shall include such other agreement / letter signed or executed by the parties amending or modifying the said agreement) witnesses as follows:

WHEREAS :-

1 Under the terms of the Agreement, the Lender has granted a loan of Rs..... (Rupees only) to the borrower.

2 Out of the said loan, a sum of Rs (Rupees..... only) has been disbursed to the Borrower by the Lender.

3. In light of loan structuring frameworks by the Reserve Bank of India (RBI) *vide* circular No. RBI/2020-21/16 DOR.No.BP.BC /3/21.04.048/2020-21 dated 06th August, 2020, and recently announced circular No. RBI/2021-22/31 DOR.STR.REC.11/21.04.048/2021-22, dated May 5, 2021, the board of the Company has approved a loan restructuring policy in order to provide necessary support to the customers experiencing financial hardship as a result of COVID-19 ("Covid-19 Resolution Plan 2.0").

¹ To be retained/ modified/ deleted, as applicable
² To be retained/ modified/ deleted, as applicable

4. Basis the request from the Borrower for implementation of the restructuring of his / her existing debt facility with the Company, the Company has offered the following option under restructuring of debt facility with the Company :-

Re-structuring Plan	
----------------------------	--

5. The Borrower has agreed to the aforementioned Re-Structuring Plan with an understanding that upon availing the aforementioned **Extension of Moratorium** under Restructuring Plan, the interest shall continue to accrue on the outstanding portion of the term loan during moratorium. Hence, the accumulated accrued interest shall be adjusted in the future EMI's and/or shall result in the elongated tenure of his/her Loan.

Further, the Borrower is aware that availing of benefits under the restructuring plan would impact tenor of his /her debt facility with the Company.

6. In view of the change of the loan tenor & other conditions, certain terms contained in the Main Agreement are required to be amended.

NOW, THEREFORE THIS AGREEMENT WITNESSETH AS UNDER:

1. The sanctioned loan amount is revised to / retained as Rs.....
.....(Rupees only)
(hereinafter referred to as the 'loan')

2. The Borrower and the Lender have agreed to amend and supplement the terms set out in the Main Agreement upon the terms and subject to the conditions as set out in Schedule I
3. The Borrower (s) will execute and submit such other documents relating to the restructured loan facility as the Lender may require.
4. The Lender in its sole discretion & on such terms as to prepayments charges and/ or other charges etc. as set out in MITC Documents given under the Schedule II annexed to this supplemental agreement, permit acceleration of EMIs or prepayment at the request of the Borrower.
5. This agreement shall be effective and become binding on the Borrower and the Lender from the date stated above.
6. Save as varied by these presents all the terms and condition contained in the Main Agreement shall continue to be valid and binding upon.

SIGNATURE AND DELIVERED by the within-named

Ummeed Housing Finance Private Limited by the hand of

Schedule I

PARTICULARS:	EXISTING TERM	PROPOSED TERM
Loan amount	INR...../-	INR...../-
Current Outstanding (date of invocation) including principal, interest and charges	INR...../-	INR...../-
Balance Tenuremonthsmonths
Equated Monthly Instalment (EMI) Amount	INR...../- Per month	As per revised schedule, current outstanding in the loan is to be repaid in.....(No. of EMIs) Equated Monthly Instalments of Rs...../- commencing from.....(Date)
Date of commencement of EMI	From(Month & Year) to(Month & Year) i.e. for.....(No. of months) months.	
Scheme		
Description of the property mortgage with Ummeed Housing Finance Pvt. Ltd and construction thereon present and future. * Subject to variation		
Rate of Interest% per annum% per annum (The other guidelines applicable to interest rates will remain unchanged.)
Processing Fee on restructuring, if any	INR...../-	

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Ummeed Housing Finance Private Limited

Loan (Name of the specific Loan Product)

Major terms and conditions of the housing loan agreed to between Shri/Smt./Kum.(the borrower) and the Ummeed Housing Finance Private Limited (hereinafter referred as Ummeed Housing Finance) are as under:

1. Loan

Sanction Amount:

2. Interest

i. Type (Fixed or Floating or Dual/ Special Rate):

ii. Interest chargeable (..... i.e. % (Ummeed Reference Rate (URR) +/-%) for floating rate loans; and% for fixed rate loans)

iii. Moratorium or subsidy:

iv. Date of reset of interest:

v. Modes of communication of changes in interest rate: Any change in interest rate would be duly communicated to the borrower at the contact details available with Ummeed Housing Finance through SMS / E-mail / call on the registered phone or mobile number/ Courier or any other electronic mode prevalent for the time being. The changes will also be updated on Ummeed Housing Finance website and will be displayed at Ummeed Housing Finance branches

3. Installment Types

a. Repayment of loan through monthly Instalment.

b. Amount:(In Figures). Subject to change with a change in URR in case of floating rate loans.

c. Date of Commencement of EMI:

d. Due Date for EMI:

4. Loan Tenure: _____months (Subject to change with a change in Ummeed Reference Rate in case of floating rate loans)

5. Purpose of Loan:

a. Home Loan

b. Plot Purchase Plus Construction

- c. Repair & Renovation
- d. Home Extension Loan
- e. Construction Refinance
- f. Purchase Refinance (Non Housing)
- g. Loan Against Property
- h. Business Loan
- i. Small Ticket Business Loan
- j. Others (Please Specify) _____

6. Fee and Other Charges

- i. **On application (all type of fee/ charges, to be specified individually):** *Please refer table below*
- ii. **During the term of loan (all type of fee/ charges, to be specified individually):** *Please refer table below*
- iii. **On foreclosure (all type of fee/ charges, to be specified individually):** *Please refer table below*
- iv. **Fee refundable if loan not sanctioned/disbursed (all type of fee, to be specified individually):** *Please refer table below*
- v. **Conversion charges for switching from floating to fixed interest and vice-versa (type of charges, to be specified individually):** *Please refer table below*
- vi. **Penalty for delayed payments (all type of penalty, to be specified individually):** *Please refer table below*

Tariff Sheet-Schedule of Charges		
Particulars	Home Loan	Non-Home Loan (Loan against Property, Business Loan & Small Ticket Business Loan)
Copy of Welcome Letter & Amortization Schedule	NIL	NIL
Commitment Fee (at the time of Login the file)	Not to exceed Rs.10,000/-	Not to exceed Rs.10,000/-
Processing Fee	Up to 1%	Up to 2%
Document & Service Charges	Up to 3% of Sanction Amount	Up to 4% of Sanction Amount
CERSAI Charge	Up to Rs.750/- or as applicable	Up to Rs.750/- or as applicable
Loan Cancellation Charges	Rs.5000/- or 1% of Sanction amount whichever is higher	Rs.5000/- or 1% of Sanction amount whichever is higher
PDC/ECS/ACH Bounced Charges	Rs.600/- per bounce	Rs.600/- per bounce
Penal Charges for delay in deposit (applicable on Outstanding EMI/PEMI Due)	2.50% per month	2.50% per month
Switching Fee (Applicable on Outstanding Principal Amount)	Up to 0.5% of the POS or Rs.10,000/- whichever is lower.	Up to 0.5% of the POS or Rs.10,000/- whichever is lower.
Repayment Swap Charges	Rs.500/-	Rs.500/-
Statement of Accounts/Duplicate NOC/Foreclosure Letter)	Rs.500/- per statement	Rs.500/- per statement
Retrieval of copy of documents	Rs.1000/-	Rs.1000/-

List of Documents -Duplicate Copy	Rs. 500/-	Rs. 500/-
Pre-Closure Charges (Fixed Rate of Interest) by Individual Borrowers	NIL Charges - In case of closure through own funds 5% on Principal Outstanding - In case pre-closure of loan is through borrowing from other Bank / HFC / NBFC / any other Financial Institution	5% on Principal Outstanding.
Pre-Closure Charges (Fixed Rate of Interest) by Non-Individual Borrowers	5% on Principal Outstanding.	5% on Principal Outstanding.
Pre-Closure Charges (Floating Rate of Interest) by Individual Borrowers	NIL	NIL
Pre-Closure Charges (Floating Rate of Interest) by Non-Individual Borrowers	5% on Principal Outstanding.	5% on Principal Outstanding.
Part Payment Charges (Fixed Rate of Interest) by Individual Borrowers	NIL	5% on Principal Outstanding
Part Payment Charges (Fixed Rate of Interest) by Non-Individual Borrowers	5% on Part Payment Amount	5% on Part Payment Amount
Part Payment Charges (Floating Rate of Interest) by Individual Borrowers	NIL	NIL
Part Payment Charges (Floating Rate of Interest) by Non-Individual Borrowers	5% on Part Payment Amount	5% on Part Payment Amount
Collection Charges	Rs.500/- per collection from the customer's residence/office	Rs.500/- per collection from the customer's residence/office
Differential Interest (any interest accrued due to gap in applicable ROI and existing rate of interest of any loan)	Refund or charged at any time suitable to customer or Ummeed Housing Finance	Refund or charged at any time suitable to customer or Ummeed Housing Finance
Document Custodian Fee (To be charged at the time of loan closure)	Rs.200 per month (after first 60 days)	Rs.200 per month (after first 60 days)
Property Swapping Charges	NA	Rs.3000
Applicable Taxes will be charged over and above the charges mentioned above in the Tariff Sheet		

Note:

- a. Fee/Charges mentioned above are excluding applicable taxes and charges, while making payment applicable service tax and other statutory charges to be added as notified by statutory/government bodies.
- b. We share credit performance details of your loan account with credit information bureau of India limited (CIBIL) and with other bureau agencies.

7. Security/ Collateral for the Loan

(i) Mortgage (Mention detail of the property to be mortgaged as security for the loan):

.....

(ii) Guarantee (Mention the name of the guarantors):

.....

(iii) Other Security (Mention the details of other securities, if any).

.....

8. Insurance of the Property/ Borrowers

- (i) The borrower/s shall keep the property under security insured with comprehensive Insurance policy equivalent to the loan outstanding at any point of time during the pendency of the loan with Ummeed Housing Finance as the sole beneficiary under said policy/policies.
- (ii) The borrower/s may keep his/her life insured equivalent to the loan outstanding at any point of time during the pendency of the loan with Ummeed Housing Finance as the sole beneficiary under said policy/policies.

9. Conditions for Disbursement of the Loan

Ummeed Housing Finance shall not disburse any loan to the Borrower unless the conditions mentioned in the sanction letter and loan agreement are complied with, to the satisfaction of Ummeed Housing Finance. All the loans at the sole discretion of Ummeed Housing Finance.

- (i) The borrower must fulfil the Ummeed Housing Finance requirement of credit worthiness.
- (ii) Submission of all relevant documents as mentioned by Ummeed Housing Finance in the sanction letter / Loan agreement.
- (iii) Legal and Technical assessment of the property.
- (iv) Execution of the loan agreement and such other ancillary documents.
- (v) Submission of Cheques/ACH. any other clearing system in force for the time being towards repayment of installments.
- (vi) Payment of own contribution by the borrower (total cost of flat/house less than the loan amount), as specified in the sanction letter. In case of any alternative arrangement based on a specific product being offered by Ummeed Housing Finance, the same shall be informed to and acknowledged by the Borrower.

10. Repayment of the Loan & Interest

Repayment of the loan to be by the way of pre-EMI/EMI during the entire tenure of the loan. The instalments (EMI) comprise of both principal repayment and interest component calculated on the outstanding principal and PEMI which comprises of interest component calculated on the outstanding principal. Interest shall be calculated on monthly reducing balance.

- (i) The EMI / PEMI for your Loan is:

- (ii) Numbers of installments to be paid are:
- (iii) Modes of communication of changes in interest rate: through email / SMS / call on the registered phone / mobile number.

11. Brief procedure to be followed for Recovery of overdues

- (i) Telephone/Personal contact and follow up for recovery of instalments and interest due.
- (ii) Initiate legal action against the borrower in accordance with provisions of the loan agreement and applicable laws. Before initiating any such legal action, Ummeed Housing Finance shall send notice to the borrower/s as required under applicable law.

12. Date on which annual outstanding balance statement will be issued: Ummeed Housing Finance will issue an annual outstanding statement reflecting your repayments and current outstanding as at 31st March every year on or before 31st May.

13. Customer Services

- i. Visiting Hours at office / Branch
Monday to Saturday 10.00 AM to 06.00 PM
1st Saturday 10.00 AM to 02.00 PM
Office will be closed on 2nd Saturday of every month, all Sundays and all public Holiday.
- ii. Borrowers are requested to contact the Branch manager during working hours for any clarifications/guidance.
- iii. Borrower can contact our customer service helpdesk at 1800 2126 127/ 0124 483 6480 during office hours
- iv. Indicative timelines of common request servicing:
 - a. Loan Account Statement – 7 working days from the date of request.
 - b. Photocopy of title documents-15 working days from the date of request.
 - c. Issuance of foreclosure letter -15 working days from the date of request.
 - d. Return of Original Documents on Closure/ Transfer of Loan- 15 Working days from the date of request.

14. Grievance Redressal

Level 1

In case of any query/ complaint/ grievance with respect to the product and services offered by Ummeed Housing Finance Private Limited, the customer may register the complaint either by writing a letter/ email or visiting the branch office or through telephonic communication. The customer may contact our office through any of the following channels.

- By telephonic communication at 1800 2126 127 between 10.00 AM to 06.00 PM (except holidays).
- Make an entry of query/ complaint in the Complaint Register at the branch.
- By way of writing an email at customercare@ummeedhfc.com

Level 2

If the customer does not receive any response from the company within 30 days or is not satisfied with the resolution provided by the above channel, the customer may complaint to the Grievance Redressal Officer of by way of writing letter/ Email to:

Mr. Shariq Khan
Grievance Redressal Officer

***Ummeed Housing Finance Private Limited,
Unit 809-815, 8th Floor, Tower A, Emaar Digital Greens,
Golf Course Extension Road, Sector 61, Gurugram – 122102
Email ID: shariq.khan@ummeedhfc.com.
Contact No.: 0124-4836480***

It is advised to customers to provide Loan details and customer issue in detail for quick redressal. We assure you that your complaint will be looked into at the earliest.

Each customer complaint being unique in nature, can take approximately 30 days for a detailed response to respective customer query or complaint. Once, a query or a complaint is registered with the company, an acknowledgement along with a complaint reference number will be sent to the customer within 7 days. The acknowledgement will contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over Company's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time. While the concerned team works on the query / complaint towards resolution, an interim response intimating the actual time that will be taken to resolve the issue will be sent to the customer. After examining the matter, the company will send the customer its final response or explain why it needs more time to respond and will endeavour to do so within 30 days of receipt of a complaint and he/she will be informed how to take his complaint further if he/she is still not satisfied.

Level 3

In case your complaint has not been resolved to your satisfaction, you can also approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints in Online mode at the link <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at link https://nhb.org.in/citizencharter/Complaint_form.pdf on National Housing Bank's website. You may fill and send the form along with letters or enclosures, if any, by post or courier to the following address:

***Complaint Redressal Cell
Department of Supervision
National Housing Bank
4th Floor, Core 5-A, India Habitat Centre,
Lodhi Road, New Delhi - 110 003***

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
of the Borrower/s)

(Signature of the authorized person
of Lender)

Note: Duplicate copy of the MITC should be handed over to the borrower/s.
