

## MOST IMPORTANT TERMS AND CONDITIONS

S. No.		Loan Against Property/Home Equity/Top-up/Business Loan/Land Loan/Non-Housing Loan
1	Application processing fee	Rs.7,500/- (inclusive of applicable taxes)
2	Loan processing fee	3.0% plus applicable taxes of sanction value
3	SRO Search, ROC Search, Non-Encumbrance Certificate from SRO, Creation of charge at ROC / MODT charges/NOI charges	At actuals with applicable charges
4	Technical Valuation / Legal	NIL, included in the Processing fee
5	CERSAI Fees(not applicable for Business Loan)	Rs.50/- plus applicable taxes (for loans <= 5 lacs) Rs.100/- plus applicable taxes (for loans > 5 lacs)
6	PDC / ECS Dishonor	Rs.500/- plus applicable taxes ,for each PDC / ECS bounce
7	<b>Penal Charges</b>	<b>3% per month (36% per annum) on Overdue EMIs; plus applicable taxes</b>
8	PDC/ECS Swapping	Rs.1,000/- per instance plus applicable taxes
9	Retrieval charges for Copies of loan /property document from Nivara's custody / LOD / COD	Rs.1,000/- per instance plus applicable taxes + Courier Charges
10	Charges for Statement of Account / Amortization Schedule / NOC / NDC	Rs.500/- applicable taxes
11	Duplicate Annual Account Statement, Provisional Certificate	Rs.1000/- plus applicable taxes
12	Loan Re-scheduling (at discretion of Nivara)	0.50% plus applicable taxes on loan outstanding
13	Disbursement Cheque Cancellation & re-issuance	Rs.1,000/- plus applicable taxes (cancellation Charges) & PEMI will be charged.
14	Disbursement postponement after the Cheque is made	1. If request received within 7 days of the disbursement: Rs.1,000/-plus applicable taxes
		2. If request received after 7 days of the disbursement: Rs.1,000/-plus applicable taxes, PEMI till the date of cancellation request
15	Loan cancellation charges	3.0% plus applicable taxes on the sanction amount + PEMI till date of cancellation
16	Commitment charges	Rs. 5000/- plus applicable taxes
<b>Foreclosure Charges &amp; Pre-payment Charges; (For Fixed Rate of Interest)</b>		
16	Part-Payment charges	2.0% plus applicable taxes on the loan outstanding value
	i. If loan is foreclosed during first 36 months	5.0% plus applicable taxes on the loan outstanding value
	i. If loan is foreclosed after 36 months	3.0% plus applicable taxes on the loan outstanding value
17	Cash collection Charges(at customer's place)	Rs.300/- Per Visit
18	Charges for Missed due date	Rs.300/- plus applicable taxes
19	Document Custodian fees ( Charges at the time of closure )	Rs.1000/- plus applicable taxes , (Chargeable after 30 days of closure of the Loan Account)
20	Charges for Prepayment Statement	Rs.750/- plus applicable taxes
21	Demand Draft/Pay Order issuance charges	Rs.300/- per lac or actual bank charges, whichever is higher plus applicable taxes
22	Document retrieval charges on closure of loan	Rs.1,000/- plus applicable taxes
23	Guarantor Change Request	Rs.500/- plus applicable taxes
24	Non CTS cheque	Rs.300/-plus applicable taxes for each cheque
25	MODTD/NOI cancellation charges	Rs.2000/-plus applicable taxes
26	Property Swapping Charge	Rs.3000/-plus applicable taxes
27	Change in Terms of Loan (Except for Loan Reduction cases):	Rs.1000/- plus applicable taxes
28	Loan Product(Please Specify)	(Subject to Change)
29	Loan Sanction amount(₹)	₹ _____
30	Interest Type(Mixed(Fixed and Floating) or Fixed Rate on Interest Interest Chargeable  Moratorium or subsidy  Date of reset of interest	<b>A) Mixed Rate of Interest(Fixed &amp; Floating Pattern):</b> (i) Fixed for three years and floating thereafter  <b>B) Fixed Rate of Interest</b> (i) Fixed Rate of interest for the Entire Loan Tenure  _____  The applicable rate of interest on the loan will be revised/reset with the change in the NHFL Prime Lending rate . i.e Interest rate on loan may change with the effective date of change in NHFL Prime Lending Rate

	Modes of communication of changes in interest rate	Through Letter/ updation on <a href="https://www.nivarahousing.com">https://www.nivarahousing.com</a> (website)/SMS/ registered email/ other source of communication
31	Installment Types	(Subject to change)
32	Loan Tenure	months (Subject to Change)
33	Purpose of Loan	
34	Fee and other charges: (AF non Refundable PF Refundable if loan not disbursed)	(Subject to Change)
35	Security/ Collateral for the Loan  Mortgage(Property Details) Guarantee Other Security	(Mortgaged Property address)
36	Insurance of the Property/Borrowers	
37	Conditions for Disbursement of the Loan	(Subject to Change)
38	Repayment of the Loan & Interest	
39	Brief procedure to be followed for Recovery of overdues	<p>The borrowers are clearly explained the procedure for repayment of the loan in terms of tenure, frequency, instalment amount and mode or repayment of the loan. It shall be the liability of the customer to ensure the timely repayment of all the dues. It is advised that borrowers should ensure the timely payment of all instalments to avoid any adverse impact on their credit history as we submit the credit behaviour information of all the borrowers on a monthly basis to credit Bureaus like CIBIL, Equifax, Experian, High Mark, etc.</p> <p>In the event of default, the borrower will be sent reminders for settlement of any outstanding amounts on their home loans by way of telephonic calls, SMSes, post, e-mails, or by engaging third parties to remind, follow-up and for collection of pending dues.</p> <p>Intimation letters and reminder notices will be sent to the borrowers before initiating any steps for the recovery of pending dues under various applicable provisions of law like Negotiable Instruments Act, SARFAESI Act, or Civil Suit and so on. The recovery process will be in accordance with directions laid down under the respective laws which might include physical possession and sale of the mortgaged property.</p> <p>Hence, Nivara will make a serious of efforts including telephonic calls, customer visits, and written communication to ensure the collection of dues from the delinquent borrowers before resorting to legal course of action.</p>
40	Date on which annual outstanding balance statement will be issued	(Subject to Change)
41	Customer Services	<p>Customers can Visit our branch during Visiting hours between 10a.m. and 5 p.m, from Monday to Friday and upto 1 p.m. on Saturdays(Except Public Holidays)</p> <p>Customers can also reach us vide e-mail: <a href="mailto:contact@nivarahousing.com">contact@nivarahousing.com</a></p> <p>Customers may obtain the following by means of a simple application:</p> <p>i) Loan Account statement: 7 working days</p> <p>ii) Photocopy of title documents: 15 working Days</p> <p>iii) List of documents: 10 working days</p> <p>iv) Foreclosure Letter: 20 working days</p> <p>v) Return of Original documents on closure/transfer of Loan: 21 working days</p> <p>vi) Annual Outstanding balance statement: Available on demand</p>
42	Grievance Redressal	Yes, Available as per annexure-A
Above charges are the standard rates for all customers and would be subject to changes from time to time. Actual charges may differ at the time of sanction / disbursement which will be communicated to the customer.		
All charges, interest, taxes, fee, Service tax, levies etc. as prescribed by any statutory/regulatory bodies from time to time shall be borne by the Borrower.		
Note: Changes as effected on above charge sheet would be displayed on Nivara Home Finance website and also displayed on our Branch Notice Boards, Similarly the changes effected if any in our Conversion scheme, would be available with Nivara Home Finance Branches.		
<b>The above terms and conditions have been read and understood by me/us in my/our known language and we accept the same</b>		
	Applicant	Co-Applicant

**Annexure-A:**

**Grievance Redressal:**

In case of any complaint, grievance or any other service related issue, the borrower may reach us through any of the following modes:

By way of physically visiting the Branch and post a complaint in the Complaint Register maintained at our branches. Customers can visit our branch during visiting hours between 10 a.m. and 5 p.m. from Monday to Friday & from 10 a.m. to 1 p.m. on Saturdays (except on public holidays)

Customers can contact us at +91-80-2655 2822 between 10 a.m. and 5 p.m. from Monday to Friday & from 10 a.m. to 1 p.m. on Saturdays (except on public holidays)

Customers can also reach us vide E-mail: [contact@nivarahousing.com](mailto:contact@nivarahousing.com)

By way of written letter addressed to Registered office of the company - To The Chief of Quality Control and Customer Retention, Nivara Home Finance Ltd., 22, 23, 24, 25/101/3, 3rd Floor, BNR Complex, Sri Rama Layout, Opp. RBI Layout, 7th Phase, JP Nagar, Bangalore – 560078.

In case of delay or unsatisfactory response or non-response through the above modes, the borrower(s) may escalate the pending complaint, grievance or any other service request to:

The Managing Director,  
Nivara Home Finance Limited,  
22, 23, 24, 25/101/3, 3rd Floor, BNR Complex,  
Sri Rama Layout, Opp. RBI Layout,  
7th Phase, JP Nagar,  
Bangalore – 560078

E-mail: [md@nivarahousing.com](mailto:md@nivarahousing.com)

If the borrower(s) is still dissatisfied with the response received/or where no response is received within one month, the borrower(s) may approach the complaint Redressal Cell of National Housing Bank (NHB) by lodging their complaints in Redressal Cell of National Housing Bank (NHB) by lodging their complaints in

Online mode at the link [https://grids.nhbonline.org.in/\(S\(gb1kgqjt2rwhpdfzlgziwr\)\)/default.aspx](https://grids.nhbonline.org.in/(S(gb1kgqjt2rwhpdfzlgziwr))/default.aspx) OR

Offline mode by post, in prescribed format available at link <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf>, to Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003.

In case the Customer is physically/ visually challenged above prescribed modes can be used by the Authorized person/Representative to file grievances on behalf of such physically/visually challenged person.