

**Most Important Terms and Conditions (MITC)**

Name/s of the Borrower/s:

Application Number:

Major terms and conditions of your Loan agreed to between the Borrower/s named above and Vastu Housing Finance Corporation Limited ("VHFC") are as under:

| Key Terms of the Loan                               |  |
|---|--|
| Loan Sanctioned Amount                              | Rs.  |
| Interest Type (Fixed/Floating or Dual/Special Rate) | Floating                                     |
| Purpose of Loan                                     |  |
| VHFC PLR  | 18.17%                                       |
| Rate of Interest                                    | % p.a.(VHFC Prime Lending Rate 18.17%-/ + %) |
| Tenor   | Months                                       |
| EMI Amount  | Rs.  |
| Number of EMIs                                      |  |
| Installment Type                                    | Monthly                                      |
| Presentation date for EMI/Pre-EMI                   | 5 <sup>th</sup> of every month               |
| Mode Of Repayment                                   | NACH   |
| Mode of Communication for Change in Interest Rate   | Via letter/SMS/Email                         |
| Date of reset of interest                           | With respect to PLR change date              |
| Moratorium or Subsidy                               | Subject to Eligibility                       |

VASTU HOUSING FINANCE CORPORATION LTD.

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Mumbai- 400015,

Tel: 1800 22 0001 • Email: [customercare@vastuhfc.com](mailto:customercare@vastuhfc.com) • Web: [www.vastuhfc.com](http://www.vastuhfc.com)

CIN: U65922MH2005PLC272501

Note:

- In case of a change in interest rate the EMI amount mentioned will remain constant and the tenor of the loan will be adjusted. However, VHFC 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 VHFC.
- As per policy and practices being followed by VHFC, all customers are intimated of any change in the Prime Lending Rate. Further, besides sending of individual intimation by letter/Email/SMS, such changes in the Prime Lending Rate are duly notified and displayed immediately on the website of VHFC for information to all its customers.

**1. Fees and Charges**

| Nature of Charge                                 | Amount  |
|--|---|
| Copy of Welcome Letter and Amortization Schedule | Rs.250/-  |
| Initial Non-refundable Application Fees          | Rs.3000/- for HL<br>Rs.5000/- for LAP   |
| <b>Processing Fee</b>                            | <b>Upto 2% of Sanctioned Amount</b>   |
| <b>Loan Cancellation Charges</b>                 | <b>4% of principal outstanding</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/-   |
| Administrative Fees                              | <b>0.35% of sanctioned amount</b>   |
| RCU Charges                                      | <b>Rs.1000/-</b>  |
| Valuation/Technical Fee                          | <b>Rs.2500/-</b>  |
| Legal Report                                     | <b>Rs.3000/-</b>  |
| Post disbursement document (PDD Charges)         | <b>0.2% of Sanctioned amount</b>  |
| Non -refundable BT upfront fees mandate          | <b>Rs.5000/-</b>  |

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|   |  |
|---|--|
| <b>Penal Charges for delay in deposit (Applicable on Outstanding Installment Due)</b>           | <b>2% per month</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  | Where the home loan sanctioned to Individual Borrower with or without co-applicant at Floating Rate of Interest: NO CHARGES/NIL<br><br>In case of Non-Housing loan given to Individual/Non-individual for business purpose on Floating Rate of Interest: <b>4% charges would be levied on principle outstanding for pre-closure and part-payment</b> |
| <b>Collection Charges</b><br><b>Cheque Collection Charges</b><br><b>Cash Collection Charges</b> | <b>Rs 500/- per visit</b><br><b>Rs 250/-</b><br><b>Rs 500/-</b>  |
| Original Document Retrieval Fee   | Rs. 3000 /-  |

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

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## **2.Security of the Loan:**

Mortgage Property Details:

Guarantee (The name of the Guarantors shall be mentioned):

Other Security if any:

## **3.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 Vastu HFC 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 Vastu HFC from time to time on his/her/their own.

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

## **4.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 Vastu HFC as required by it.

## **5.Brief Procedure for Recovery of Overdues:**

Vastu HFC 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, Vastu HFC may in its sole discretion give personal or telephonic or written reminder or intimation to the Borrower/s prior to the above action.

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

**7.Customer Service:**

The customer may visit our branch office between 11:00 am to 5:00 pm (Monday-Friday) except on National Holidays.

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

OR

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

Toll Free Number:1800 22 0001

Email: [customercare@vastuhfc.com](mailto:customercare@vastuhfc.com)

Write to us at the below mentioned address:

Vastu Housing Finance Corporation 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 to branch team/Customer Service team (Necessary administrative fees shall be applicable as per MITC)
- 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

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## 8. Grievance Redressal Mechanism

### Stage 1

The complaint which the corporate office directly receives through Email/Calls/letter will be attended in consultation with the concerned branch

The complaint(s) received at the branch (es) shall be recorded in the Complaint Register and redressed in consultation with Corporate Office

Customers can contact us at 1800 22 0001 or email us at [customercare@vastuhfc.com](mailto:customercare@vastuhfc.com) between Monday to Friday between 10:00 am to 6:00 pm

We assure a reply/acknowledgement to call within 48 working hour

We assure a reply/acknowledgement to letters/emails received through this channel within seven working days.

|   |  |
|---|--|
| Call us at                                  | 1800 22 0001   |
| Email us at                                 | <a href="mailto:customercare@vastuhfc.com">customercare@vastuhfc.com</a>   |
| Write to us at the below-mentioned address: | Vastu Housing Finance Corporation Limited A-203, Navbharat Estates, Barrister Nath Pai Marg, Azad Nagar, Sewri, Mumbai, Maharashtra 400015 |

### Stage 2

If the customer is not satisfied with the customer service team resolution within two weeks, they can redirect their complaint to our Grievance officers.

Grievance officer Details are mentioned at all branches.

Customers can also write us on Vastu Housing Finance Corporation Limited A-203, Navbharat Estates, Barrister Nath Pai Marg, Azad Nagar, Sewri, Mumbai, Maharashtra 400015

Complaints received at our end will be seen in the right perspective and analyzed from all possible angles. The communication of VHFCL's stand on any issue will be provided to the customers within one month upon the receipt of the complaint. Complaints that require some time for examination of issues involved will be acknowledged promptly

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**Grievance Officer**

**Mr. Sujay Patil**

|   |   |
|---|---|
| Email us at                                 | <a href="mailto:grievance.officer@vastuhfc.com">grievance.officer@vastuhfc.com</a>  |
| Write to us at the below-mentioned address: | Vastu Housing Finance Corporation Limited A-203, Navbharat Estates, Barrister Nath Pai Marg, Azad Nagar, Sewri, Mumbai, Maharashtra<br>400015 |

**Stage 3**

In case the response is unsatisfactory, or the response is not received from the company within a reasonable time (1 month), or the customer is dissatisfied with the response received, the customer may approach NHB (National Housing Bank)

Customers can contact NHB on <https://grids.nhbonline.org.in>/Department of Regulation and Supervision (Complaint Redressal Cell) 4th Floor, Core 5-A, India Habitat Centre Lodhi Road, New Delhi – 110003 or register their grievance through the online portal

|   |  |
|---|--|
| Online Portal                               | <a href="https://grids.nhbonline.org.in">https://grids.nhbonline.org.in</a>  |
| Write to us at the below-mentioned address: | Department of Regulation and Supervision (Complaint Redressal Cell) 4th Floor, Core 5-A, India Habitat Centre Lodhi Road, New Delhi-110003 |

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