

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 Finserve India Private Limited ("VFIPL") are asunder:

1. Key Terms of the Loan

Loan Amount: Rs _____ Interest Rate type: Fixed / Floating

In case of floating Rate:

VHFC (Vastu Housing Finance Corporation Limited) PLR: Rate of Interest: VHFC PLR + - Spread

EMI:

Number of EMIs:

Date for EMIs/PEMI:

Mode of repayment: NACH

Modes of communication of changes in Interest rate:

Note:

- In case of a change in interest rate the EMI amount mentioned below 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 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: 1.25% of the loan amount + GST Used Tractors: 1.50% of the loan amount + GST All Other Products: 1.00% of the loan amount + GST
Stamping Charges	0.50% of the loan amount (Including GST)
Insurance Endorsement Fee	Rs. 250/- (Including GST)
Deferral Payment Charges	Rs. 250/- (Including GST)
Valuation Charges	(Car/CV/Tractor): Rs. 1200 Fixed (Inclusive GST) (HCV/CE): Rs. 1500 Fixed (Inclusive GST)
RTO charges	On Actuals
Vehicle insurance	Actual

Cheque Bounce	Rs. 500/- + GST
Late Payment Interest	3% per month of overdue amount
Legal Charges	Actual
Collection Charge income	Rs. 300/- + GST
Reschedule Charge	Rs. 1000/- + GST
Prepayment Charge	Nil
PDC SWAP Charges	Rs. 1500/- + GST
SOA Charges	Rs. 500/- + GST
Other Charge on Seizing	Actual
Loan Cancellation Fee	Rs. 3000/- + GST
Foreclosure Statement Charges	Rs. 500/- + GST
Duplicate Loan Noc Charges	Rs. 1000/- + GST
Foreclosure Charge	5% of POS

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. All the above charges are exclusive of GST.

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

6. Brief Procedure for Recovery of Overdues

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 9:30 am and 6:00 pm, Monday to Friday (except on national holidays).

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

You may contact VFIPL Branch Manager or Sales Manager at your nearest branch within the working hours stated above:

- a) Loan Account Statement can be provided within 2 business days from the of date of receipt of request. Necessary administrative fees shall be applicable.
- b) Photo copies of documents can be provided within 7 business days from the date of receipt of request. Necessary administrative fees shall be applicable.
- c) Original documents will be returned within 20 working days from the date of closure of Loan.

9. Grievance Redressal Procedure:

In case of any grievance or complaint the Borrower/s may personally approach or send written communication to the VFIPL Branch Manager or the Sales Manager, as the case may be. If not satisfied with the response or in the case of no response within reasonable period the Borrower/s may contact the Grievance Redressal Officer (Email ID: Customer.care@vastufinserve.com) of VFIPL. If the Borrower/s is/are still dissatisfied with the response received/ or where no response is received, he/she/they may approach the Complaint Redressal Cell, Department of Regulation & Supervision, Reserve Bank of India

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 VHFC and have been understood by the Borrower/s and a duplicate copy of this MITC has been received by the Borrower.