

MOST IMPORTANT TERMS & CONDITIONS (MITC)
Attention: PLEASE READ CAREFULLY BEFORE SIGNING
Customer's COPY

Loan Account No. (LAN No.): _____
 (For Office Use Only)

This is with reference to the Application dated _____ between _____ (the borrower) and ICICI Home Finance Company Limited ("IHFC"). The following are the major terms & conditions with respect to the facility availed by the borrower:

1.	Facility Date	
2.	Facility Amount Not Exceeding (₹)	
3.	Facility Type	<input type="checkbox"/> Loan against Equity Shares <input type="checkbox"/> Loan against Equity oriented mutual funds / Debt instruments / Debt Linked Mfs <input type="checkbox"/> Others
	Others: (Please specify)	
4.	Rate Type	a. <input type="checkbox"/> Fixed b. <input type="checkbox"/> Floating Interest Rate
5.	Rate of Interest	5 (a) Fixed Rate of Interest – The Borrower/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at ___ % per annum plus applicable interest tax or other statutory levies, if any 5 (b) Floating Interest Rate: i) IHPLR = ___ % per annum as on the date of the Application ii) Until varied by IHFC in terms of the Facility, the Borrower/s shall pay the Adjustable Rate of Interest = ___ % per annum (i.e. IHPLR +/- margin of ___ %) plus applicable interest tax or other statutory levies, if any (iii) Reset Period: Monthly (The reset dates for effecting the rate of interest changes will be the first date of the coming month after reset) (Any changes in the adjustable interest rate will be as detailed in the standard terms & conditions governing the facilities and mentioned on the website)
6.	Tenor	___ months
7.	Moratorium (Mention NA if not applicable)	
8.	Security	Details of securities pledged/lien marked/assigned in favour of IHFC by customer from time to time and approved by IHFC.
9.	Other Security (if any)	
10.	Guarantor/s (if any)	
11.	Repayment	If not renewed, the balance outstanding has to be paid on or before the end of the tenure.
12.	Payment/ repayment mode	As may be informed by IHFC to the borrower
13.	Date on which annual outstanding balance statement will be issued	

Other Charges

1.	Non-refundable processing fee/ administrative fee: ₹ _____ (Rupees _____ only)/ _____ % on approval limit plus applicable taxes & / or other statutory levies, if any	The processing/administrative fee is a one time non-refundable fee, and is collected by IHFC for the purpose of appraising the Application for the Facility and the same is independent of the outcome /result of such appraisal. Please note that the processing/administrative fee is payable at the time of submitting of Application Form, duly filled in, by way of a Cheque / Demand Draft payable at _____ favouring ICICI Home Finance Company Limited and / or such other mode as may be acceptable to IHFC
2.	Part Prepayment Fees	Nil
3.	Prepayment Charges	Nil
4.	Cheque/ECS dishonour Charges, per transaction	₹ 200 /- or such other amount as may be specified by IHFC from time to time plus applicable taxes and other statutory levies
5.	Cheque / Repayment Mode swap charges	Nil
6.	Penalty for delayed payment	Charges for late payment / Additional interest: Applicable rate + 6% per annum plus applicable taxes if any
7.	Stamp Duty Charges	On actual
8.	Renewal charges	Please refer the website for charges as applicable at the time of renewal
9.	Brokerage Charges in case of liquidating securities	On actual

IHFC shall be, at its sole discretion, entitled to call back money or sell the securities pledged if securities beyond the percentage of the margin mentioned in the Application Form are placed by me/us or if the value of the securities placed by me/us decreases and IHFC shall be entitled to revalue the Securities on a weekly basis or at any time at its own discretion for this purpose.

Other Information:

1. The information on rates & charges is also available on the website of IHFC at the url www.icicihfc.com.
2. Service tax & other government taxes, levies, etc. applicable as per prevailing rate will be charged over and above these charges.
3. The charges mentioned above under the title 'Other Charges', comprise of "All – in – cost" for purpose of processing the application.
4. We share credit performance details of your loan account with credit bureaus and with such other agency/ies.
5. The disbursement of the facility is subject to conditions agreed upon & detailed in the Standard Terms & Conditions shared with you.
6. Security for the facility would primarily be securities pledged, as may be specified by IHFC, from time to time in its sole discretion
7. Any change in the rate of interest will be intimated through a letter communication to the latest communication address available in the records of IHFC.

Statement of account will be provided free of cost to the borrowers, whenever requested through 24 Hour customer care number or emailed at customer.care@icicihfc.com

Customer Service & Grievance Redressal: The various channels available to customers for redressal of issues are as follows:

1. Customer Care: Customers can contact our Customer Care officers over the phone for redressal of issues.
2. Branch: Customers can walk into any branch and speak with branch officials for their issues.
3. E-mails & Letters: Customers may send an e-mail / letter to mail ids / addresses displayed on the website of the Company.
4. Escalation: If a customer is not satisfied with the resolution provided through these channels, he/she can ask for the contact details of senior officials and can escalate the issue to them.
5. Nodal Officer: If the customer's issue is not resolved even after contacting various complaint resolution channels, he/she can write to the Nodal Officer at:
The Nodal Officer
ICICI Home Finance Co. Ltd. RPG Tower, J.B Nagar, Andheri – Kurla Road, Andheri (E) Mumbai – 400059
6. Escalation: If the customer is still not satisfied with the resolution received, he/she may write to the MD & CEO at the same address mentioned in point (5).
7. If after having followed the above steps the issue still remains unresolved, customers may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal:
National Housing Bank,
Department of Supervision & Regulation, (Complaint Redressal Cell)
4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi- 110003

Customer can also register their complaints on NHB website: <http://grids.nhbonline.org.in/>

Recovery of overdues: Please refer to under standard terms and conditions governing the facilities.

I/ We acknowledge that:

I / We have not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my / our application form, other than the processing/administrative fee payable to ICICI Home Finance Company Limited.

I/We have received and signed a copy of the Standard Terms.

IHFC reserves the unconditional right to cancel the facility advanced/ to be advanced under the Transaction Documents (either fully or partially) without giving any prior notice to the Borrower, on the occurrence of any one or more of the following:

- a) In case of Deterioration in the Creditworthiness of the Borrower in any manner whatsoever; or
- b) In case of non-compliance of the terms and conditions of the Transaction Documents.
- c) In the event of default

For the purpose of this clause, Deterioration in the Creditworthiness shall mean and include without limitation, the following events:

- a) Downgrade of the rating of the Borrower by a Credit Rating Agency;
- b) Inclusion of the Borrower and/or any of its Directors in willful defaulters list;
- c) Closure of a significant portion of the Borrower's operating capacity;
- d) Decline in the profit after tax of the Borrower by more than fifteen percent;
- e) Any adverse comment from the Auditor; and
- f) Any other reason/ event in the opinion of the IHFC constituting or which may constitute Deterioration in the Creditworthiness

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 _____, authorized person, of IHFC and have been understood by the borrower/s.

Borrower(s) Name: _____

Signature(s):

Date:

D	D	M	M	Y	Y	Y	Y
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Place:

Signature of IHFC official/Agent

Date:

D	D	M	M	Y	Y	Y	Y
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Place: