

MOST IMPORTANT TERMS & CONDITIONS (MITC)

Customer's Copy

Attention: PLEASE READ CAREFULLY BEFORE SIGNING

ACKNOWLEDGEMENT FORM

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

This is with reference to the Facility Agreement dated _____ executed 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 Agreement Date	
2.	Facility Amount Not Exceeding (₹)	
3.	Facility Type	<input type="checkbox"/> Home Loan <input type="checkbox"/> Land Loan <input type="checkbox"/> Office Premises <input type="checkbox"/> Home Equity <input type="checkbox"/> Home Improvement <input type="checkbox"/> Others _____
	Others: (Please specify)	
4.	Rate Type	a. <input type="checkbox"/> Fixed b. <input type="checkbox"/> Adjustable/floating Interest Rate c. <input type="checkbox"/> Initial Fixed & then Adjustable/floating Interest Rate <input type="checkbox"/> Renewable Fixed Interest Rate
5.	Rate of Interest	<p>5 (a) Fixed Rate of Interest</p> <p>(i) 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 levy on the dates mentioned below.</p> <p>(ii) (ii)The Borrower/s shall pay PEMI at _____% per annum plus applicable interest tax or other statutory levy until commencement of the EMI. Such PEMI will be calculated from the date(s) of respective disbursement(s) and shall be payable on the dates mentioned below.</p> <p>5 (b) Adjustable/Floating Interest Rate:</p> <p>i) IHPLR = _____% per annum as on the date of the Facility Agreement</p> <p>ii)Until varied by IHFC in terms of the Facility Agreement, 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.</p> <p>(iii) The Borrower/s shall pay PEMII at ___% per annum until commencement of the EMI payable on the dates mentioned below plus applicable interest tax or other</p>

		<p>statutory levies.</p> <p>(iv) Reset Period: Monthly (<i>The reset dates for effecting the rate of interest changes will be the first date of the coming month after reset</i>)</p> <p>(Any changes in the adjustable interest rate will be as detailed in clause 30 of the standard terms & conditions governing the facilities and mentioned on the website)</p> <p>5 (c) Initial Fixed and then Adjustable/Floating Interest Rate Fixed for _____years and then Adjustable/Floating Interest rate. For the fixed period of _____years interest shall be computed as per clause 5 (a) above; then it becomes Adjustable/Floating Interest Rate as per clause 5 (b), above.</p> <p>5 (d) Renewable Fixed Interest Rate:</p> <p>(i) 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 levy on the dates mentioned below.</p> <p>(ii) IHPLR = _____% per annum as on date of Facility Agreement.Until varied by IHFC in terms of Facility Agreement, the Borrower/s shall pay the Fixed Rate of Interest=% per annum (i.e IHPLR +/- margin of ...%) plus applicable interest tax or other statutory levies.</p>
1.	Tenor	____ months (Subject to change with a change in IHPLR, in cases of Adjustable/Floating Rate of Interest).
2.	Installment Type	Equated Monthly Installment (EMI)
3.	EMI (Rs.)	_____ (Subject to change with a change in IHPLR, in cases of Adjustable/Floating Rate of Interest).
4.	Date of Commencement of EMI	
5.	Due Date for payment of first EMI	
6.	Moratorium/Subsidy (Mention 'NA' if not applicable)	
7.	Non-refundable processing fee/administrative fee: ₹ _____ (Rupees _____ only).	<p>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.</p> <p>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</p>

8.	Security (Mention Address of Property)	
9.	Other Security (if any)	
10.	Guarantor/s (if any)	
11.	Insurance (optional) - if availed through IHFC	Scheme: _____ ₹ _____ (Rupees _____ only)

Other Charges

1.	Processing/Administrative Fees (Charged at the time of sanction)	_____ % of amount sanctioned plus applicable taxes and / or other statutory levies
2.	Part Prepayment Fees	_____ % of amount prepaid plus applicable taxes and / or other statutory levies
3.	Prepayment Charges	a. For loan with floating rate of interest at the time of prepayment: ___ % on amount prepaid and on all amounts tendered by the Borrower towards Prepayment of the Facility during the last one year from the date of final prepayment. b. For loan with fixed rate of interest at the time of prepayment: ___ % on amount prepaid and on all amounts tendered by the Borrower towards Prepayment of the Facility during the last one year from the date of final prepayment.
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.	Documents Retrieval Charges	₹ 500 /- (Rupees Five Hundred Only) plus applicable taxes and/or other statutory levies if any
6.	Cheque / Repayment Mode swap charges	As may be informed by IHFC to the Borrower(s).
7.	Cheque re-presentation Charges	₹500/ (Rupees Five Hundred Only)- plus applicable taxes and/or other statutory levies if any
8.	Charges per EMI for payment after Due Date	₹ 200 /- plus applicable taxes plus applicable taxes and/or other statutory levies if any
9.	Penalty for delayed payment	Charges for late payment / Additional interest: 2% per month plus applicable taxes if any
10.	Charges for Amortisation Schedule	₹ _100/- (Rupees One Hundred only) plus applicable taxes or other statutory levies if any.
11.	Charges for Statement of account.	₹ _100/- (Rupees One Hundred only) plus applicable taxes or other statutory levies if any.

12.	Charges for prepayment statement.	₹ _100/- (Rupees One Hundred only) plus applicable taxes or other statutory levies if any
13.	Charges for duplicate NOC/ No due certificate.	₹ _100/- (Rupees One Hundred only) plus applicable taxes or other statutory levies if any
14.	Charges for revalidation of NOC	₹ _100/- (Rupees One Hundred only) plus applicable taxes or other statutory levies if any
15.	Conversion charges	Please refer to the website/branch official for charges as applicable at the time of conversion.

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 first mortgage of the property being financed, as may be specified by IHFC, from time to time in its sole discretion
7. Any change in the rate of interest/EMI 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

Complaints can also be e-mailed at crcell@nhb.org.in

You may also refer to our website for details/ to download complaint form

Recovery of overdues: Please refer to clause 65-70 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 alongwith 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.

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 the Reserve Bank of India's 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: dd/mm/yy
Place:

Signature of authorised Signatory of IHFC

Date: dd/mm/yy
Place: