

Aptus Value Housing Finance India Limited (Aptus)

The loan finance agreed to between the customers and Aptus, inter alia, would be governed by the following Most Important Terms and Conditions. The customers would be given the copy of these most important terms and conditions, both in English and Vernacular language. These terms are also to be explained to the customers orally by Aptus, at the time of entering into an agreement.

Most Important Terms and Conditions

Customer Name :

Branch :

1) Loan:

Sanctioned Loan Amount :

Purpose of the Loan :

Rate of Interest :

Interest Type :

Tenure :

Moratorium or subsidy : N/A

Modes of communication for changes in interest rate : SMS/Post

Installment Types : Equated monthly Installments (EMI)

2) Service Charges:

Parameter	Description
Processing Fee	2% + GST (on the sanctioned value). 1% to be collected at the time of sanction and the balance 1% to be collected/deducted at the time of disbursement
CERSAI Charges	For Loan amount, up to Rs 5 Lacs - Rs 50/- + GST Above Rs 5 Lacs- Rs 100 /- + GST
Stamp Duty Charges	For Tamil Nadu & Puducherry – Rs. 300/- + GST For AP Rs. 700/- + GST, Telangana - Rs. 725/- + GST , Karnataka – Rs. 625/- + GST, and Orissa –Rs.700/+ GST.
Administrative Charges	For Loan amount, up to Rs 5 Lacs - Rs 200/- + GST Above Rs 5 Lacs- Rs 400 /- + GST
Cheque/ECS/ACH bounce charges	Rs 500 /- + GST per instance
Penal Interest on delayed EMI Payment	36% per annum
Field Visit Charges	Rs 250 per visit + GST
MODT Registration	Actual charges to be paid by customer for registration
Legal Recovery Charges	Actual amount spent towards the legal action to be paid by customer.
Disbursement Cancellation	PEMI/EMI collected upto loan cancellation date will not be refunded
Unapproved Loan	Processing Fee will be refunded.

PDC & NACH Conversion(Swap) charges (Per Instance) :	Rs. 1000/- + GST is applicable Nil Charges
Swap, Due to Bank clearance issue / Technical reason of bounces:	
NIL PDC Charges	Rs.500/- +GST per month
SOA / Closure Statement / Amortization charges	Rs. 250/- + GST per request, NIL charges on Amortization requests received for first time
Document Retrieval Charge	Rs. 1000/- + GST as applicable
Document Copy Charges	Rs. 500/- + GST as applicable
Valuation / Technical Report	Rs. 1000/- + GST on 1 st Disbursement (for loan upto Rs. 10 Lacs) Rs. 2000/- + GST on 1 st Disbursement (for loan more than Rs. 10 Lacs) Rs. 500/- + GST – for each subsequent disbursement
Legal Report	Rs. 1000/- + GST(for loan upto Rs. 10 Lacs) Rs. 2000/- + GST(for loan more than Rs. 10 Lacs)
Cash Collection Charges	Rs. 5/- Per Thousand of Cash collection + GST
Document Custodian Fees	Rs. 500/- + GST per Month (Chargeable after 30 days of loan tenure completion and if documents is un-collected)
Switch/Conversion or change of Interest Rate Floating to Fixed Rate of Interest or Fixed Rate to Floating Rate	Up to 2% + GST on the principal outstanding (POS)

3) **Security:**

The loan would be secured by Mortgage of the property for which the loan is availed. Aptus at times may also seek additional collateral of any other property.

Customers would be required to provide a guarantor to the loan.

4) **Insurance of the Borrowers:**

Customers have the option to take a Life Insurance for the term. Customers would be required to take property insurance covering the building from natural calamities. Aptus has tied with a Life Insurance Company and offers the Term cover with premium calculated on the outstanding loan amount. The premium amount would be payable separately by way of cheque/DD or deduction while Loan disbursement

a) **Term Cover**

Loan amount.....
Tenure.....
Premium Amount.....

b) **Property**

Building Value.....
Tenure.....
Premium Amount.....

5) **Condition for disbursement of loan:**

Loan sanctioned would be disbursed subject to technical and legal scrutiny of the property and related documents. The proposed property for which the loan is required would be evaluated for its value and marketability and approvals etc by in house technical team. Plan approvals from competent authority are mandatory for housing loans. Similarly the property documents would be scrutinized for its legal validity for clear and marketable title.

When the loan applied is for construction of a property or purchase of an apartment from a builder, the customer needs to have completed the construction to the extent of his margin contribution or paid his margin to the builder before the disbursement. Further, Aptus loan will be disbursed in stages, based on the completion of construction.

6) **Repayment of the Loan and Interest:**

The Loan availed would be repaid in an Equated Monthly Installments (EMI) over the agreed tenor. If the customer has opted for variable interest rate, the rate of interest would vary based on change in the base rate of Aptus.

The monthly repayments are payable on agreed due date every month. Aptus would make best efforts to remind the customers regarding the monthly installments falling due. However, the customers are advised to keep note of the due date and honor the repayments.

7) **Part Payments and Pre closures**

The customers at any time during the tenor of the loan can opt to make part payments or pre close the loan. Depending on the interest rate opted the pre closures would attract pre closure charges as below

Part Payment Charges	Non Housing Loan – 4% on part payment/advance payment + GST
Pre Closure Charge	Housing Loan: Floating Interest Rate – Nil charges Fixed Interest Rate – ➡ Own Source – Nil charges ➡ Loan Transfer-4% of Principal outstanding + GST Non Housing Loan: 4% of the Principal outstanding + GST

8) **Recovery of Over Dues:**

When there is a delay in repayments, the customers would be contacted for repayments of overdue and Aptus follows the general collection principles when interacting with overdue customers:

- Customers are encouraged to visit Aptus branches and make the repayment when the regular EMI is missed/bounced.
- Aptus collections are handled by its own staff. No agency is appointed to do the collections. For all collections by cash / Chq / DD/ UPI / Net banking /Debit card, the receipts will be issued immediately and customers can also pay their dues outstanding via Online Mode (Net banking / Digital payments)
- Identity and authority to represent Aptus will be made known to the customer at the first instance.
- Customer's privacy will be respected.
- Interaction with the customer will be in a civil manner.
- Aptus' representatives will contact customers between 08:00 hrs and 19:00 hrs, unless the special circumstances of the customer's business or occupation require otherwise.
- All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- Aptus would be sensitive to occasions such as bereavement in the family or such other calamitous occasions when making visits to collect dues.

9) **Customer Service:**

The customers can directly visit Head Office or any of the Aptus branches for their queries and requirement. The address and details of the contact person is also available in the website www.apтусindia.com.

Customer App: Customers can raise their Queries via Customer Mobile application (Aptus E-seva) to get it resolved. The App can be downloaded from www.apтусindia.com

Customers can also contact through mail addressed to customercare@apтусindia.com or can contact customer care at 044- 45650030 or can send SMS through WhatsApp to +91-87544 00008

❖ **Visiting Hours at Branches/HO:**

Monday to Friday: 9:30 am to 5:30 pm.

Saturday: 9:30 am to 1.30pm (2nd Saturday of every month is Holiday)

Aptus strives to follow the below timelines for the general requirements of the customers:

Loan Account Statement: Request to be placed at the branch or mail to HO at the mail ID given would be provided within 1 working days.

Photo Copy of the title documents: Would be handed over only to the customer in person. Request to be given in writing to the branch. Copies would be forwarded to the branch within 15 days.

Return of Original documents on closure /Transfer of the loan: Within 30 working days from the date of loan closure.

Annual Statement: The Annual statement of accounts will be provided to the customer within 60 days from the date of financial year closure

10) **Grievance Redressal:**

Customers have the following ways to register their complaints when they find inadequacy in the Aptus services

Complaint Register: Every Aptus branch has been provided with a complaint register. The customers can lodge their complaints in the register. The Branch Manager would be the person responsible to handle the customer grievances.

If the complainant does not receive any response within 14 days or if he/she is not satisfied with the resolution provided by the branch manager, the customers can contact the Manager, Customer Service through:

- a) **Mail:** Customers can mail their grievances directly to customercare@apтусindia.com
- b) **Post:** Customers can send their complaints to The Manager, Customer Service, Aptus Value Housing Finance India Ltd, 8B, Doshi Towers, 205, Poonamalle High Road, Kilpauk, Chennai 600010.
- c) **Phone:** Customers can call at 044- 45650030 and register their complaint.
- d) **Customer App:** Customers can raise their Queries and Grievances via Customer Mobile application “Aptus E-Seva”. The App can be downloaded from Google Play store.
- e) **WhatsApp:** Customers can directly send the message to WhatsApp no at 8754400008 and register their complaint.
- f) **Website:** Grievances can be lodged from www.apтусindia.com → click on “Grievance here” on the home page of the website of the Company.

If the complainant does not receive any response within 7 days or if he/she is not satisfied with the resolution provided by the Manager, Customer Service, the customers can contact the Grievance Redressal Officer (GRO) of the Company whose details are given below.

Name of the GRO: Mr. R Naveen kumar
Designation: Associate Vice President – Head of Operations and Compliance
Telephone: 044 45650039
E-mail: naveen.k@aptusindia.com

If the complainant does not receive any response from the Company within 30 days of filing the complaint or is dissatisfied with the response received, he/she may escalate the complaint to National Housing Bank (NHB). This can be done by:

- (a) Lodging a complaint on the online grievance handling portal of NHB – [GRIDS](#)
- (b) Sending the complaint to NHB by post. [Click Here](#) to download the Complaint Form. You may fill and send the form along with letters or enclosures, if any, by post or courier to the following address:

Complaint Redressal Cell,
Department of Supervision,
National Housing Bank,
Core 5A,
India Habitat Centre,
Lodhi Road,
New Delhi 110 003
