

Aptus Finance India Private Limited

The loan 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. 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 :

Product :

Proposal No. :

Purpose of the Loan :

Rate of Interest :

Interest Type :

Tenure :

Moratorium or subsidy : N/A

Modes of communication on changes in interest rate } : SMS/Post

Installment Types : Equated monthly Installments (EMI)

2) Service Charges:

Parameter	Description
Login fee	Rs.3,500/-+ GST (non-refundable)
Processing Fee	Up to 2%+ GST (on the sanctioned value), will be collected /deducted prior to the disbursement (non-refundable)
CERSAI Charges	For Loan amount, up to Rs 5 Lacs - Rs 50/- + GST Above Rs 5Lacs- Rs 100 /- + GST
Stamp Duty Charges	Tamil Nadu & Puducherry : Rs. 400/- + GST Andhra, Telangana, Karnataka, Orissa and Maharashtra : Rs. 775/+GST
Loan 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 charges 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

PDC & NACH Conversion(Swap) charges (Per Instance) :	Rs. 1000/- + GST is applicable
Swap, Due to Bank clearance issue / Technical reason of bounces:	Nil Charges
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:**

a) Life Insurance

Customers have the option to take a Life Insurance for the term. Customers are given the option to pay the insurance premium from their own sources or approach the Company to fund the premium amount. If the borrower opts for insurance funding, the insurance premium will be added to the loan amount payable by the borrower and will be recovered through equated monthly instalments.

b) Property Insurance

Customers would be required to take property insurance to cover the building from natural calamities. The premium amount would be payable separately by way of cheque/DD or deducted during the loan disbursement.

Term Cover

Loan amount.....

Tenure.....

Premium Amount.....

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 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. Similarly the property documents would be scrutinized for its legal validity and clear and marketable title.

6) Repayment of the Loan and Interest:

The Loan availed would be repaid in equal monthly installments (EMI) over the agreed tenor. If the customer has availed fixed interest with reset, the interest charged would remain fixed subject to review once in two years and reset based on need.

The monthly repayments are payable on a fixed 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 during the tenor of the loan can opt to make part payments or pre close the loan as per below mention terms & Conditions.

Part Payment Charges	4% on part payment/advance payment + GST
Pre Closure Charge	Floating Interest Rate: Nil charges Fixed Interest Rate : 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.apтусfinance.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.apтусfinance.com

Customers can also contact through mail addressed to customercare@apтусfinance.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 (Second 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 days from the date of loan closure at the branch premises where in the loan was serviced or at any other branch premises as preferred by the borrowers subject to duly fulfilling all document acknowledgment formalities.

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 complaints 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 through e-mail at customercare@apтусfinance.com
- b) **Customer App:** Customers can raise their Queries and Grievances via Customer Mobile application to get it resolved. The App can be downloaded from www.apтусfinance.com
- c) **Post:** By sending their complaints to “Manager, Customer Service, Aptus Finance India Pvt Ltd, 8B, Doshi Towers, 205, P H Road, Chennai, Tamil Nadu 600010.
- d) **Phone:** Customers can directly call Aptus at 044- 45650030 and register their complaint.
- e) **WhatsApp:** Customers can directly send the message to WhatsApp no at 8754400008 and register their complaint.
- f) **Website:** Customers can raise their Grievances via Aptus Website to get it resolved. Grievances can be sent from www.apтусfinance.com → click on “Grievance here” on the homepage of the website of the Company.

If the query remains unsolved for 14 days or if the customer 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. Siginamsetty Uday Venkata Kiran

Address: No. 8B, Doshi Towers, 8th

Floor, No: 205, Poonamallee High

Road, Kilpauk, Chennai, Tamil

Nadu 600 010.

Telephone: 044 45650037

E-mail: venkatakiran.s@aptusindia.com

If the query remains unsolved for 7 days or if the customer is not satisfied with the resolution provided by the GRO, the customer may approach the Office of the NBFC Ombudsman, Chennai at the following address.

Office of the NBFC

Ombudsman,

C/o Reserve Bank of India,

Fort Glacis, Rajaji Salai,

Chennai, Tamil Nadu –

600001. Phone no : 044

25395964

Fax no : 044 25395488

e-mail: cms.nbfcochennai@rbi.org.in

The customers can also visit the Complaint Management System of the Reserve Bank of India at <https://cms.rbi.org.in/> and file a complaint if their complaints remain unresolved for more than 30 days from the date of lodging the complaint with Aptus Finance.
