



**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

**MOST IMPORTANT TERMS AND CONDITIONS (MITC)**

The MITC is adopted as a process in accordance with “**Appendix IV(b) of Annex IV**” of the regulations/directions issued in public interest by **Reserve Bank of India (RBI)** under **Para 165 of Chapter X: Fair Practices Code of the Reserve Bank of India (Housing Finance Companies) Directions, 2025**, notified vide **RBI/DoR/2025-26/365 DOR.FIN.REC.284/03-10-119/2025-26** dated **28/11/2025** (*hereinafter referred to as “RBI-HFC Directions, 2025.”*)

Application Number	
Loan Account Number (LAN)	

The major Terms and Conditions of the “Loan” agreed to between **...(NAME OF THE CUSTOMERS/BORROWERS).....** and **SAHARA HOUSINGFINA CORPORATION LIMITED (SHCL)** are as under.

**1. PARTICULARS OF THE LOAN:**

Amount of Loan Sanctioned (Rs.)	
Purpose/Category of the Loan	
Rate of Interest (% p.a.)	
Nature of Interest (Variable / Fixed)	
Interest Rest	Monthly
Instalment Type	Monthly in the form of EMI
Tenure (Years) (*)	
Mode of Communication of any change in interest rate	Intimation in writing/email shall be sent to each loan account of any change in interest rate.
Date of Reset of Interest	
Purpose of Loan	
Other Particulars (Please specify i.e Moratorium or subsidy etc.)	

(\*) However during pendency of loan, the Tenure and/or EMI may get changed depending on the increase/decrease in interest rate in case of loan under “variable/adjustable/floating” rate of interest.

**2. END USE OF FUNDS:**

The loan amount should be utilized by the borrower/s exclusively for the purpose mentioned in the Sanction Letter (and as above). Use of funds for purposes other than above would be treated as a case of diversion of funds and would attract penalty and penal action including reporting to the Reserve Bank of India (RBI) / National Housing Bank (NHB) / Credit Bureau. Similar action will be taken in the case of use of property acquired through loan for purpose other than the one mentioned above.

**3. FEES AND OTHER CHARGES**

The significant information including disclosure in respect of the relevant **Fee Based Services, related charges & levies thereon**” is as per “**Schedule of Fee Based Services, Charges, & Levies**” forms an **Annexure to the Loan Agreement**. **Customer/s is/are advised to read it carefully, seek clarification (if any) and to sign it, thus accepting to the charges, levies and conditions set therein.**

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**



**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

Furthermore, SHCL retains the right to alter/revise, any charges or fees or to introduce any new charges or fees as it may deem appropriate pursuant to adherence to applicable regulatory guidelines (issued from time to time) including granting of necessary timeline for imposition of the revised rates (if any). Advance intimation in this respect shall be given to the borrower/s (in writing/email).

**3. SECURITY FOR THE LOAN:**

Details of the Mortgaged property/ies <b>(Complete address of the property including boundaries, area, landmark, pin code etc.)</b>	
Details of Collateral/Other Security (if any)	
Details of the Guarantor/s (if any) (Name, Age, Nature of relationship with borrower, contact coordinates (i.e. residential address, mobile number and email)	
Other details (Please specify)	

*(Note: Please mention complete details of the property (primary & collateral) and in case of more than one property, make certain that schedule of all properties are accurately mentioned using distinct serial numbers for each such property. Similarly the complete details of Guarantor/s must also be mentioned with the use of distinct serial number for multiple guarantors. For additional information (if any), the same be mentioned in the section "Other details (Please specify).")*

**4. INSURANCE OF THE PROPERTY AND THE BORROWER(S):**

The customer/borrower must provide **"Property Insurance" cover** in respect of the mortgaged/financed property from an authorized insurance service provider of his/her own choice, "assigned" in favour of Sahara Housingfina Corporation (SHCL). **The Property Insurance cover must suitably insure the financed property against risk/perils/natural calamities such as Fire, Storm, Earthquake, Riot, Strike and Malicious damage, Lightning, Explosion/Implosion, etc. for the entire period/tenure of the loan.** The property insurance cover can be directly purchased by the customer/borrower from an insurance service provider company of his/her own preference or the customer/borrower can approach SHCL for assistance. **In such a scenario, SHCL will ONLY introduce the customer/borrower with an insurance service provider company, and subject to the customer/borrower opting for the said insurance service provider company, so introduced by SHCL (not mandatory), the decision shall be at their own free will and choice.** In both the scenarios, SHCL shall takes NO responsibility for the transaction, premium amount, agreement, terms & conditions, performance/non-performance of the service provider, claim settlement etc. and further reaffirms that the property insurance cover agreement is exclusive by and between the "customer/borrower and the insurance service provider company" wherein SHCL's role is restricted to being an "Assignee" in case of any claim. **The insurance cover so facilitated by SHCL shall be limited/restricted to the financed/mortgaged property only.**

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**

**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

**5. CONDITIONS FOR DISBURSEMENT OF THE LOAN:**

Sl.No.	Specific/Special conditions linked to disbursement
1	Submission of all relevant documents as mentioned by SHCL in the Sanction Letter and/or Loan Agreement.
2	Satisfactory Legal and Technical assessment of the property.
3	Payment of own contribution by the Borrower (total cost of house less the loan amount), as specified in the Sanction Letter. In case of any alternative arrangement based on a specific product being offered by SHCL, the same shall be informed to and acknowledged by the Borrower.
4	Providing adequate utilization proof to the satisfaction of SHCL.
5	Undertaking by the Borrower(s) to regularly provide SHCL information, including details regarding progress / delay in construction, any major damage to the property, change in employment/contact details, non-payment of taxes pertaining to property etc.
6	The construction is being undertaken as per the approved plans.
7	The Borrower(s) has/have satisfied himself/herself that required approval for the project have been obtained by the developer(s).
8	All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale.
9	In the event of expiry of the “time-line” granted for availing disbursement/s, if the loan remains undisbursed (in part or in full), SHCL reserves the right to downside the loan.
10	<i>(Please specify)</i>
11	<i>(Please specify)</i>
12	<i>(Please specify)</i>

*(Note: Tick the specific condition/s linked to the disbursement/s of the loan and any installment thereof as mentioned above. **Additional row can be inserted if necessary, so as to include additional conditions applicable, on case to case basis.** In case of additional conditions, please make use of distinct serial number against each special condition/s)*

**6. REPAYMENT OF THE LOAN & INTEREST:**

For Partially disbursed cases, interest will be applied on the partially disbursed amount. This interest on the amount disbursed is called Pre-EMI interest (PEMI). PEMI is payable every month from the month of first disbursement up to the month of commencement of EMI. Repayment commences from the month following the month in which final disbursement of the loan is availed.

The loan is repaid by way of Equated Monthly Instalments (EMI). EMI comprises of interest component calculated on the outstanding principal and part of the principal amount. EMI is calculated based on the loan amount, rate of interest and loan tenure. Change in any of these parameters may result in change in the EMI amount.

EMI is appropriated first towards recovery of interest due and the remaining amount is used for recovery of principal amount. The recovery of principal amount may get impacted due to increase in the amount of interest due to change in ROI on higher side.

Repayment of PEMI/EMI should be through NACH. Repayment can be accepted by PDCs, if NACH activation gets delayed due to technical reason or NACH becomes In-

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**



**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

active. **The deposition dates for these instruments will be last day of every calendar month.** “For Example – If a case is disbursed on 29<sup>th</sup> of March – Broken period interest will be collected upto last day of the month i.e. on 31<sup>st</sup> March, being the last day of the month, thus the due date.

*In addition to the general conditions of repayment of loan mentioned above, few pertinent repayment details of the loan are as follows:*

Equated Monthly Installment (EMI in Rs.)	
Total Number of Installments	
Lump-sum payment (if any committed) with due date/month & year	
Rate of Interest (%)	
Due Date of payment of EMI	

*(Note: EMI and/or Tenure of customer opting under variable/adjustable/floating “Rate of Interest” shall undergo change/revision due to change in ROI. The company shall inform the customer in advance and also upload the change in their official website [www.saharahousingfina.com](http://www.saharahousingfina.com). The customers also have the option to contact their designated branch (through personal visit or tele-contact)*

**7. BRIEF PROCEDURE TO BE FOLLOWED FOR RECOVERY OF OVERDUES:**

Through the terms and conditions detailed above, the Borrower(s) and the Guarantor(s) have been appraised of the process and schedule and mode of repayment of the loan. It shall be the responsibility of the Borrower(s) to ensure timely payment of PEMI or EMI. SHCL shall not be obliged to serve notice, reminder or intimation to the Borrower(s) regarding his/her/their obligation to pay the EMI or PEMI regularly on due date.

- a) On non-payment of Pre-EMI/EMI by the due dates, SHCL shall remind the borrowers by making telephone calls, sending written communication by post and/or electronic medium or by making personal visits by SHCL's authorized personnel at the last address provided by the Borrower. The Borrower(s) and the Guarantor(s) shall keep SHCL informed of any change in their contact details and address. Failure to do so will be treated as a breach of contract.
- b) Borrower(s) agree to give unconditional permission to the authorized representatives of SHCL to visit the property funded through this loan and/or the Borrower's residence in the event of default for collection of dues and/or inspection of the property. The costs of such calls/communication /visits shall be payable by the Borrower(s).
- c) By accepting these terms and conditions, the Borrower(s) and Guarantor(s) give their consent to SHCL for sharing their credit information with RBI approved the Credit Information Bureau, like TransUnion CIBIL, CRIF, Experian etc. To avoid any adverse impact on their credit history with TransUnion CIBIL, CRIF, Experian or any other Credit Information Bureau it is advised that the Borrower(s) should ensure timely payment of the amount due on the loan amount.
- d) In event of continued default and declaration of the loan amount as delinquent or Non-Performing Asset (NPA), SHCL shall reserve the right to send Loan Recall Notice, initiate action under section 138 of the Negotiable Instruments Act, SARFAESI act or any other provision of the law for recovery of dues from the Borrower(s)/Guarantor(s). The recovery process of enforcement of

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**



**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective laws.

Intimation/Reminders/Notice(s) shall be given to borrower(s)/guarantor(s) prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

Cost of such legal remedies will be debited to the borrower's account.

*(Note: The above procedure is not binding upon the company as in extra-ordinary situations (i.e. as and when the accounts become Non-Performing Assets (NPA), it may even commence legal remedy (within the ambit of regulatory framework) even prior to the above tentative timeline/schedule, if the situation so demands, to safeguard the interest of the company. Having said so, the collection/recovery action(s) shall be in consonance with the regulatory guidelines. Furthermore, loan recall/legal recourse may also be considered provided there is material deviation from the agreed terms & conditions)*

**8. DEFINITIONS:**

- a) **Overdue** – Any amount due to SHCL under any credit facility is 'overdue' if it is not paid on the due date fixed by SHCL.
- b) **NPA** – An loan asset, becomes "Non-Performing" when it ceases to generate income for SHCL. A Non-Performing Asset (NPA) is a loan or an advance where; interest and/or instalment of principal remains overdue for a period of more than 90 days in respect of a term loan,
- c) **SMA** – SHCL shall recognise incipient stress in loan accounts, immediately on default, by classifying such assets as "Special Mention Accounts (SMA)" as per the following categories:

<b>SMA Sub-categories</b>	<b>Basis for classification – Principal or interest payment or any other amount wholly or partly overdue between</b>
SMA-0	1-30 days
SMA-1	31-60 days
SMA-2	61-90 days

**9. TENTATIVE TIMELINE OF ISSUANCE OF ANNUAL OUTSTANDING BALANCE STATEMENT**

The annual outstanding balance statement as the end of any financial year i.e. "March 31 every year" shall be issued in the succeeding quarter (i.e April to June). *For example for position (outstanding balance) as on March 31, 2024, the statement shall be issued between April to June, 2024.*

**10. CUSTOMER SERVICES:**

Visiting Hours (for all office of SHCL)	<b>1030 HRS – 1700 HRS (on week-days).</b> The offices are closed on Saturdays, Sundays and public holidays. The List of Holiday is available with the concerned branch.
Contact person for customer service	<i>Name &amp; contact details of Branch Head and/or Region Head</i>

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**

**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

<b>Procedure &amp; timeline for obtaining:</b>	
Loan Account Statement	The customer to submit an application with applicable charge (if any) to his/her designated branch. On receipt, the branch official shall commence action and in normal circumstances, the Loan Account Statement shall be handed-over to the customer within a <b>maximum of seven working days</b> .
Photocopy of Title Documents	The customer to submit an application with applicable charge (if any) to his/her designated branch. After receipt, and in normal circumstances, the photocopy of title documents shall be handed-over to the customer within a <b>maximum of seven working days</b> commencing from date of receipt of application or date of realization of applicable charges (if any), whichever is later.
Return of original documents on closure / transfer of the loan	The entire set of original security documents including the "No Objection Certificate" shall be handed-over to the borrowers <b>within twenty-one working days from the actual date of realization of the outstanding amount</b> .

**11. GRIEVANCE REDRESSAL:**

<b>Process for Filing</b>	
Step 1	In the event of any compliant/grievance, the first point of contact for customer redressal is the concerned Branch Head and/or Region Head. The customer can visit (in person) and/or send a written application to his/her concerned branch/region office (for details refer point no.9 above (CUSTOMER SERVICES). All branches are provided with " <b>Complaint &amp; Grievance Register</b> " wherein the grievance can be duly lodged. The branch is expected to attend to the complaint <b>within seven working days</b> from its lodgement. In addition, the customer can lodge complaint in the official website of the company i.e. <a href="http://www.saharahousingfina.com">www.saharahousingfina.com</a> . Further, we also welcome any suggestion that the customer may intend to propose to further improve & strengthen our customer service.
Step 2	In an extraordinary situation of no response / unsatisfactory reply, the customer can approach: <b>Chief Executive Officer and/or Corporate Manager – Corporate Affairs</b> , Sahara Housingfina Corporation Limited, 46 Dr. Sundari Mohan Avenue, Kolkata – 700 014 Landline: +913322890148/6708 Email: <a href="mailto:dhrubajyoti.bagchi@sahara.in">dhrubajyoti.bagchi@sahara.in</a> & <a href="mailto:vivek.kapoor@sahara.in">vivek.kapoor@sahara.in</a> ;
Step 3	In the unlikely event of no response from the company even after elapse of <b>30 (thirty) days</b> or dissatisfactory response, the customer can approach the National Housing Bank with the complaint (by post and/or online) at: <b>Complaint Redressal Cell,</b> <b>National Housing Bank,</b> 4 <sup>th</sup> Floor, Core 5A India Habitat Centre, Lodhi Road, New Delhi – 110 003 or online at: <a href="https://grids.nhbonline.org.in">https://grids.nhbonline.org.in</a> .

**Disclosure:**

**SHCL is authorized to disclose from time to time any information relating to the loan to any credit bureau (Existing and Future) approved by Government of India or any**

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**



**SAHARA HOUSINGFINA CORPORATION LIMITED**  
(CIN No.L18100WB1991PLC099782)

authority as may required from time to time without any notice to the applicant. SHCL is also authorized to make enquiries with credit bureau and get applicants Credit Information Report. The MITC mentioned above are an indicative list of terms and conditions of our loan products. These terms and conditions are further described in our loan agreement under relevant sections/schedules and therefore should be read in conjunction with those mentioned in the loan agreement.

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 Shri / Smt. \_\_\_\_\_(Name of SHCL Official) of **SAHARA HOUSINGFINA CORPORATION LIMITED** and have been understood by the Borrower/s.

For Borrower(s)		
Primary Borrower	Name	
	Signature	
Co-Borrower - 1	Name	
	Signature	
Co-Borrower - 2	Name	
	Signature	
Co-Borrower - 3	Name	
	Signature	
For SHCL: Signed and delivered by the hand of its authorized signatory	Name	EC
	Signature	

**Note:** Duplicate copy of the MITC should be handed-over to the borrower/s. Customers are also advised to demand the same along-with all other documents listed under the regulatory framework from the local branch representative/s of the company.

**This MITC comes into immediate effect and shall supersede the previous "MITC" that was earlier approved by the Board of Directors of the Company.**

(D J Bagchi)  
CEO

**Place : Kolkata**  
**Date : May 29, 2026**

**Approved for immediate implementation pursuant to review by the Board of Directors of the company in their meeting held on May 29, 2026**