Part 1 (Interest rate and fees/charges)

KFS Terms & Conditions is in line with the sanction validity period of 45 days

1	**Lead No.**	<Application No>	**Type of Loan**	<Product & Scheme>
2	**Sanctioned Loan amount (in Rupees)**		<Loan Amount in number & words>	
3	**Disbursal schedule** (i) **Disbursement in stages or 100% upfront.** (ii) **If it is stage wise, mention the clause of loan agreement having relevant details**		<100% if Single Tranche/Stage Wise Disbursement if Multiple Tranche>	
4	**Loan term (year/months/days)**		<Tenure in months>	
5	**Instalment details**			

Type of instalments	Number of EMIs	EMI (₹)	Commencement of repayment, post sanction
MONTHLY	<Tenure in months>	<EMI>	<First Repayment Date>

6	**Interest rate (%) and type (fixed or floating or hybrid)**		<ROI%>, Hybrid. __5__ Years Fixed Rate and Floating Rate thereafter based on RPLR
7	**Additional Information in case of Floating rate of interest**		

Reference Benchmark	Benchmark rate (%) (B)	Spread (%) (S)	Final rate (%) R = (B) + (S) =	Reset periodicity (Months)		Impact of change in the reference benchmark (For 25 bps change in 'R', change in:)	
				B	S	EMI (₹)	No. of EMIs
					As & when	Same EMI	<To be captured from ROI Change Impact sheet>
					As & when	<To be captured from ROI Change Impact sheet>	Same Tenure

8	**Fee/ Charges ~~/~~**				
		Payable to IKFHFL (A)		Payable to a third party through IKFHFL (B)	
		One-time/ Recurring ~~One-time/~~	Amount (in ₹) or Percentage (%) as applicable	Onetime/ Recurring	Amount (in ₹) or Percentage (%) as applicable
(i)	Processing fees	One time	<To be captured from LOS>		
(ii)	Insurance charges			One time	All Product Wise Premium to be updated individually (customer selection out of the available 10 products) <To be captured from LOS>
(iii)	Valuation fees		NIL, included in Processing Fees		
(iv)	Any other (please specify) CERSAI Document Storage Charges	One time One time	Rs. <To be captured basis loan amount>_____/- + Applicable taxes to be deducted from disbursement amount (Rs. 100/- if Loan Amount > 5 Lakhs, else Rs. 50/-) Rs.1000/- + Applicable taxes to be deducted from disbursement amount		

	Documentation Fees Disbursement cheque cancellation & Reissuance through Cheque/RTGS Duplicate Amortization Schedule/NOC/NDC Issuance of Foreclosure Statement Payment through DD Doorstep collection	One time	2.5% + Applicable taxes on loan amount to be paid at the time of disbursement of the loan Rs.1000/- + Applicable taxes Rs.500/- + Applicable taxes Rs.1000/- + Applicable taxes Rs.400/- per 1 Lakh and multiples thereof + Applicable taxes Rs.250/- + Applicable taxes per visit		
9	**Annual Percentage Rate (APR) (%)**		<To be captured from APR Calculation Sheet>		
10	**Details of Contingent Charges** (in ₹ or %, as applicable)				
(i)	Penal charges, if any, in case of delayed payment		**36% p.a. charged on daily basis on overdue amount (charged on EMI, PEMI) + GST/Taxes as applicable**		
(ii)	Other penal charges, if any ECS/Cheque dishonour Collection Charges		 Rs.500/- + applicable taxes per instance Rs.200/- + applicable taxes per instance of collection		
(iii)	Foreclosure charges, if applicable		**Part-payment / Foreclosure of loans on floating rate of interest – property in the name of individual.** HL/HIL – Nil. LAP (Loan > 50 Lakhs and availed for business purpose) – 5% plus applicable taxes on the principle outstanding. **Part-payment / Foreclosure of loans on floating rate of interest – property in the name of non-individual entity / corporate / agencies.** If the property is in the name of non-individual entity, it will be considered as business purpose loan and a charge of 5% of principle outstanding/advance payment plus applicable taxes if loan amount > 50 lakhs. **Part-payment / Foreclosure of loans on Fixed rate / Dual rate of interest – property in the name of individual.** HL/HIL – Nil in case of closed from own funds. HL/HIL – 5% plus applicable taxes of the principle outstanding in case of balance Transfer. LAP – Nil if End use is for personal consumption and closed from own funds & 5% in case of balance Transfer. LAP – 5% if End use is for business and closed through any source. **Part-payment / Foreclosure of loans on Fixed Rate / Mixed rate of interest – property in the name of non-individual entity / corporate / agencies.** If the property in the name of non-individual entity, it will be considered as business purpose loan and a charge of 5% of principle outstanding/advance paid plus applicable taxes.		

(iv)	Charges for switching of loans from floating to fixed rate and vice versa	Not Applicable
(v)	Any other charges (please specify) PDC/ECS/NACH/E NACH swapping Legal Charges	 Rs.1000/- + applicable taxes As per actual charges incurred

Part 2 (Other qualitative information)

1	Clause of Loan agreement relating to engagement of recovery agents	Lenders are permitted to engage recovery agents to assist in the loan recovery process. It is imperative that these agents comply with the code of conduct established by the Reserve Bank of India (RBI). In instances where a borrower does not respond, lenders may enlist the services of recovery agents to facilitate recovery efforts.
2	Clause of Loan agreement which details grievance redressal mechanism	**A. Level-I:** You can contact the nearest physical branch of IKF Home Finance Limited (IKFHFL) and submit your complaints/grievances get your complaint logged in the branches (During working hours from 10:00 A.M to 6:30 P.M). (Monday-Saturday) except on National Holidays and 1st and 2nd Saturday **Person to be contacted for customer service:** IKFHFL Branch Manager or Sales Manager as the case may be. **Or** Customers also have the option to contact us online through the following channels. **E-mail:** customercare@ikfhomefinance.com **Telephone Number:** 040-23412083 (operational from 10:00 AM to 6:30 PM from Monday to Saturday) (Except on National Holidays and 1st and 2nd Saturday). **Toll-Free Number:** 18003093010 (operational from 10:00 AM to 6:30 PM from Monday to Saturday) (Except on National Holidays and 1st and 2nd Saturday). **Write to us at the address:** IKF Home Finance Limited, 10th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad – 500032, Telangana. (Corporate Office), we will provide you with a complaint reference number. Our Customer Support Executive will aim to resolve the issue within two weeks from the date we receive the complaint. **B. Level-II:** In case we have not met your expectations at Level-I, or are not satisfied with the resolution provided, you can escalate it to the Operations Head/ Chief Grievance Redressal Officer (CGRO). Operations Head/ Chief Grievance Redressal Officer (CGRO) and will resolve it within next two weeks from the date of escalation of the complaint. **To,** **IKF Home Finance Limited** **Chief Operations Officer /National Operations Manager/ Chief Grievance Redressal Officer**

		Address: 10th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad – 500032, Telangana (Corporate Office) **E-Mail Id:** grievance@ikfhomefinance.com **Telephone Number:** +91 9063250427 **C. Level-III:** In case the customer remains dissatisfied with the resolution provided at level-I and level-II or you do not receive any response within 30 working days you can reach out to the Nodal officer of the Company via written correspondence, email, or phone call: **To,** **Nodal officer** **Address:** 10th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad – 500032, Telangana (Corporate Office) **E-Mail Id:** compliance@ikfhomefinance.in **Mobile Number:** +91 8367788735 Upon examining the matter, we will provide the customer with satisfactory response or explain if additional time is required, aiming to do so within two weeks. **D. Level- IV:** In case the customer is still dissatisfied with the resolution does not receive a response from the company within a period of 30 days, they may approach they may approach the Complaint Redressal Cell of the National Housing Bank, as below: **To,** **National Housing Bank,** Department of Regulation and Supervision, (Complaint Redressal Cell) **Address:** 4th Floor, Core- 5A, India Habitat Centre, Lodhi Road, New Delhi-110 003, India. The complaint can also be e-mailed at: crcell@nhb.org.in The Borrower may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint Online mode at the link https://grids.nhbonline.org.in **(Online Portal)** We ensure that the aggrieved persons who raise complaints or concerns will not face any adverse consequences or retaliation as a result of their feedback.
3	Phone number and email id of the grievance redressal officer	**Grievance Redressal Officer** **Address:** 10th Floor, Tower-3, Equinox by Phoenix, Survey No. 53/paiki, Lumbini Avenue, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad – 500032, Telangana (Corporate Office) **E-Mail Id:** grievance@ikfhomefinance.com **Telephone Number:** +91 9063250427
4	Whether the loan is, or in future maybe, subject to transfer to other REs or securitisation (Yes/ No)	Yes

5	In case of lending under collaborative lending arrangements (e.g., co-lending/ outsourcing), following additional details may be furnished:		
Name of the originating RE, along with its funding proportion		Name of the partner RE along with its proportion of funding	Blended rate of interest
IKFHFL			
6	In case of digital loans, following specific disclosures may be furnished:		
(i)	Cooling off/look-up period, in terms of RE's board approved policy, during which borrower shall not be charged any penalty on prepayment of loan		Not Applicable
(ii)	Details of LSP acting as recovery agent and authorized to approach the borrower		Not Applicable

It is hereby agreed that for the 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. / Kum. __<All Applicant & Coapplicant names to be captured from LOS>_____ of the company and have been understood by the borrower/s.

Signature or Thumb impression of Borrowers

Signature or Thumb impression of Co - Borrowers

Signature or Thumb impression of Guarantors

For IKF Home Finance Limited

(Authorized Signatory)

Date:

Annexure A - APR Calculation

Sr. No	Parameter	Details
1	Sanctioned Loan amount (in Rupees) (Sl no. 2 of the KFS template – Part 1)	<Sanction Loan Amount>
2	Loan Term (in months) (Sl No.4 of the KFS template – Part 1)	<Tenure in Months>
a)	No. of instalments for payment of principal, in case of non-equated periodic loans	NA
b)	Type of EPI (Equated Periodic Instalments which is EMI in case of Home Loans/LAP	Monthly
	Amount of each EPI (in Rupees) and	<EMI>
	nos. of EPIs (e.g., no. of EMIs in case of monthly instalments) (Sl No. 5 of the KFS template – Part 1)	<Tenure in Months>
c)	No. of instalments for payment of capitalised interest, if any	NA
d)	Commencement of repayments, post sanction (Sl No. 5 of the KFS template – Part 1)	5th day of every month
3	Interest rate type (fixed or floating or hybrid) (Sl No. 6 of the KFS template – Part 1)	Hybrid
4	Rate of Interest (Sl No. 6 of the KFS template – Part 1)	<ROI>
5	Total Interest Amount to be charged during the entire tenor of the loan as per the rate prevailing on sanction date (in Rupees)	<(EMI*Tenure)-Loan Amount>
6	Fee/ Charges payable (in Rupees)	<Total Fees & Charges>
A	Payable to the RE (Sl No.8A of the KFS template-Part 1)	<6-6B>
B	Payable to third-party routed through RE (Sl No.8B of the KFS template – Part 1)	<Total Insurance Premium>
7*	Net disbursed amount (1-6) (in Rupees)	<Sanction Loan Amount – Fees/Charges>
8	Total amount to be paid by the borrower (sum of 1 and 5) (in Rupees)	<1+5>
9	Annual Percentage rate- Effective annualized interest rate (in percentage) (Sl No.9 of the KFS template-Part 1)	<APR Calculation>
10	Schedule of disbursement as per terms and conditions	Detailed schedule to be provided
11	Due date of payment of instalment and interest	5 th day of every month

Annexure – B (Repayment Schedule)