

Paras Capfin Company Private Limited
Most Important Terms and Conditions (“MITC”)

Dear Borrower,

Thank you for your application for availing Loan Against Property from Paras Capfin Company Private Limited. Major terms and conditions of the Loan Against Property, agreed to between _____

_____ (the borrower) and Paras Capfin Company Private Limited (hereinafter referred to as 'the Company') are mentioned below in detail for ready reference. We request you to go through the most important terms and conditions of the loan facility and give your acceptance of the same. Kindly retain a copy of this document for further reference.

1 Loan details:

Loan Amount sanctioned: Rs. _____ (Rupees _____)

Purpose of the Loan: _____ Rate of interest (RoI): _____

Loan Tenure in months: _____ Type of Rate of Interest: _____ Fixed

EMI Amount: _____ EMI due date: _____

2 FEE AND OTHER CHARGES:

Schedule of Charges	
Particulars	Loan Against Property
Processing Fee	Upto 5%
Initial Non-refundable Application Login Fee	Not to exceed ₹ 5000
Loan Cancellation Charges	₹ 5000/-
CERSAI Charges	₹ Up to Rs.750/- or as applicable
PDC / ECS Bounce Charges	₹ 500/-
Penal Charges for delay in deposit (Applicable on Outstanding EMI Due +Bounce Charges)	3% p.m.
PDC / NACH Swap fee	₹ 500/-
Copy of Welcome Letter and Amortization Schedule	Nil
Statement Request (Duplicate Interest Statement/ Statement of Accounts/ Duplicate NOC/ Foreclosure Letter)	Fee soft copy on Email, Physical print outs ₹ 500/- per statement
Retrieval of copy of documents	₹ 100 for one Document, ₹ 500 /- for two-four documents, ₹ 750 for more than 4 documents
Part Payment Charges / Foreclosure Charges (Applicable on outstanding principal amount at the time of closure)	Lockin period will be for minimum 12 EMIs. No Prepayment / Foreclosure is allowed on or before 12 months after EMI commencement
	After 12 months, No pre-payment charge upto a maximum of 25% of your outstanding loan, once every financial year.

	<p>If the amount being prepaid is more than 25% then the charges @ 3% shall be applicable on the entire amount being prepaid and not only on the amount in excess of said 25%.</p>
	<p>For Full Prepayment any time after the lock-in Period, will be applicable on the Principal Outstanding Amount as per appended grid: 13 to 24 months 3% 25 to 35 months 2% > 36 months 1%</p>
<p>Pl. Note Fee/Charges mentioned above are excluding applicable tax & charges, while making payment applicable services tax and other statutory charges to be added as notified by statutory/govt. bodies.</p>	
<p>Above Tariff Schedule is not exhaustive and the charges presently mentioned are at the rates currently prevalent and can be changed from time to time, at the sole and absolute discretion of the Company and such changes shall be final and binding on all its customers. The Company will update the changed version of Tariff Schedule on its website from time to time.</p>	
<p>For any further clarifications, please feel free to contact us at our toll free customer care toll free number 1800 022 0393 Alternatively, you can write to us at customercare@parascapfin.com</p>	

3 INFORMATION ON INTEREST RATES, COMMON FEES AND CHARGES:

The Company shall provide information on interest rates, common fees and charges through any one or more of the following media -

- i. Putting up notices at the Company's branches;
- ii. Through telephone or helplines;
- iii. On the Company's Website,
- iv. Through designated staff / helpdesk.

Once rate of interest, fee and charges are notified through any of above media, the customer shall be deemed to have noticed changes in interest rates, common fees and charges.

4 SECURITY FOR THE LOAN:

The following property has been mortgaged as security for loan:

Property address :

Pin : _____ Locality : _____

City : _____ State : _____

Landmark : _____

Guarantor Name: _____

Guarantor Address: _____

Any Other Security: _____

5. INSURANCE OF THE PROPERTY/BORROWERS:

The Company has explained terms and conditions of insurance to the borrower to his/ her satisfaction wherever the borrower has shown intent to avail the insurance cover.

Property which has been given as collateral must be insured and first charge on the same shall be of Paras Capfin Company Private Limited.

Customer has the option to take property insurance cover from Paras, through its affiliated insurance partners

Paras Capfin also offers Critical Illness Insurance cover which is optional and the customer can avail the same through its affiliated insurance partners

6. PROCEDURE FOR RECOVERY OF OVERDUES:

In case of non-payment of dues by the Borrower, the Company shall have right to initiate legal action against the Borrower in accordance with provisions of the Loan Agreement and applicable laws. Before initiating any such legal action, the Company shall sent notice to the Borrower as required under applicable laws.

7. CUSTOMER SERVICE & GRIEVANCE REDRESSAL:

Your all queries and grievances with respect to the product and services offered by Paras Capfin Company Private Limited can be highlighted to Customer Service Department through following established channels of communication.

- Toll Free Number 1800 022 0393. Customer can call on the toll free number between 11am to 6pm, Monday to Friday and 11am to 3pm on Saturday.
- E-mail us at customercare@parascapfin.com
- Register a complaint on our website: www.parascapfin.com
- Write to us at : Customer Service Department, Paras Capfin Co Pvt Ltd.,
6 C 1, Gundecha Onclave, "C" Wing, 6th Floor,
Khairani Road, Sakinaka. Andheri (East) Pin Code – 400072
- Visit our branch. Monday to Friday: 11:00 AM to 6:00 PM , Saturdays: 11:00 AM to 3:00 PM

You can contact customer service to retrieve Statement of Accounts, Copy of Loan Documents, Foreclosure Request etc at any of the above contact points.

How a complaint should be made: You must provide necessary loan details i.e. Loan Account Number, Complaint/Grievance Details, and Valid Contact Information along with your email ID and Product details while lodging a queries or grievances through these channels.

Escalation Matrix:

Level 1: Customer Service Department: The customer service department will respond to the queries & complaints received from the above access channels and if the response is not satisfactory or if there is no response in 10 working days, complaint can be escalated to the next level.

Level 2: Grievance Redressal Officer: The Grievance Redressal Officer will address all escalations received from Level 1. All complaints which have not been resolved by the Customer Service Department will get escalated to the Grievance Redressal Officer and will be resolved with 7 working days.

Paras Capfin Co Pvt Ltd

Grievance Redressal Officer

6 C 1, Gundecha Onclave, "C" Wing, 6th Floor,

Khairani Road, Sakinaka Andheri East, Mumbai. Pin Code – 400072

Tel: 022-4321 5700

Email: sundeep@parascapfin.com

If there is no satisfactory response received within 7 working days of escalating the complaint to the Grievance Redressal Officer, the same can be escalated to the next level:

Level 3: Senior Management: If the concerns have not been fully addressed or if there is no revert from the Grievance Redressal Officer within 7 working days, final level of escalation would be to Management. Email Id: management@parascapfin.com

8. The sanction and / or disbursal of the loan shall be at the sole discretion of Paras Capfin Company Private Limited
9. All cost and charges with respect to Registered Mortgage / Release Deed is to be borne by customer.
10. Paras Capfin Company Private Limited shall, at its sole discretion and under intimation to you, be entitled to amend or modify the term and conditions of the loan and all such amendment or modification, shall be deemed to be effective and binding on you.

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 the 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./Km.....of the company and have been understood by the borrower/s.

(Signature or thumb impression of the Borrower / s)

Date: _____

Paras Capfin Company Private Limited.

(Authorized Signatory)