



MOST IMPORTANT TERMS & CONDITIONS

Most important terms and conditions of the loan agreed between _____ (hereinafter referred to as “the Borrower”) and Godrej Housing Finance Limited (“the Company” or “GHF”) having registered office at Godrej One, Pirojshanagar, Eastern Express Highway, Vikhroli (East), Mumbai, Maharashtra- 400079 are as under:

LOAN DETAILS

Loan Account No.	
Sanctioned Loan Amount	
Type of Loan	
Purpose of Loan	

DETAILS OF RATE OF INTEREST

Type of Rate of Interest (“ROI”)	
<input type="checkbox"/> Fixed Rate of Interest (“ROI”)	_____ % per annum interest shall be payable by the Borrower at monthly rests or as per the terms & conditions mentioned in the Loan Agree- ment.
<input type="checkbox"/> Floating / Variable Rate of Interest (“ROI”)	_____ % per annum Godrej Housing Finance Prime Lending Rate (“GHFPLR / GHFPLR-CR” as the case may be) (as on date) + / - _____ % per annum Spread _____ % per annum Applicable Rate of interest
<input type="checkbox"/> Semi Fixed Rate of Interest (“ROI”)	_____ % per annum interest shall be payable by the Borrower at monthly rests or as per the terms & conditions mentioned in the Loan Agree- ment for _____ months. _____ % per annum Godrej Housing Finance Prime Lending Rate (“GHFPLR / GHFPLR-CR” as the case may be) (as on date) + / - _____ % per annum Spread _____ % per annum applicable “ROI” from _____ month onwards.
Subsidy (if applicable)	Eligibility to any subsidy program shall be as per its prescribed eligibility criteria. The application shall be forwarded to competent authority only in case it meets the criteria. Company cannot assure receipt of subsidy as decision rests with competent authority.
Moratorium (if applicable)	Borrower may be offered moratorium on the loan subject to its qualification to company’s internal policy & under specific product terms. Under moratorium, borrower will not be making any payment for moratorium tenure and interest will not be due but shall be capitalized and added to principal. Post expiry of moratorium borrower shall make payment as per the repayment schedule.
Date of reset of Rate of Interest	The applicable rate of interest on the loan will be revised/ reset with the change in the GHFPLR / GHFPLR-CR as the case may be. Any change in GHFPLR / GHFPLR-CR as the case may be, will be notified to the Borrower in the mode and manner as mentioned below in section Notice / Communication relating to

OTHER TERMS RELATED TO LOAN FACILITY

Loan Tenor	_____ Months subject to change in case of Floating/ Semi-Fixed Rate of interest.
Installment Type	Monthly
EMI/ PEMI (as on date)	Rs. _____ (Subject to change in case of Floating Rate of interest or Type of Repayment Plan).
Repayment Plan - Moratorium Period	_____ months
EMI Break Months (If applicable)	EMI break, subject to qualification to specific credit norms and satisfactory repayment performance by the borrower in sole opinion of lender, for specific pre-agreed months wherein there will be an increase in EMI for all tenure but the customer need not pay EMI for specified months. For more details refer the amortization schedule.
Flexible Pre EMI Amount	As per Repayment Schedule
Flexible Pre EMI Plan	As per Loan Schedule; subject to qualification to specific credit norms and satisfactory repayment performance by the borrower in sole opinion of lender, for specific pre-agreed months wherein there will be payment of pre-agreed amounts during the Flexible Pre-EMI period. For more details refer the repayment schedule.



Date of Commencement of PEMI	Basis final disbursement date Before 15th of the month – starts next month onwards Post 15th of the month – starts second month onwards
Date of Commencement of EMI	EMI start date depends on the projection completion date, loan structure and product features. For more details refer the amortization schedule.
Due Date for payment of EMI/ PEMI	<input type="checkbox"/> 3rd of the month <input type="checkbox"/> 6th of the month
<p>In case of any change/revision in applicable Rate of Interest, the Company, at its sole discretion, may revise the EMIs or tenor of the loan or both and inform the customer through prescribed mode. Accordingly fresh ECS /NACH mandate, if required, will have to be provided by the Borrower for revised EMIs.</p> <p>In case of partially disbursed cases, Pre-Equated Monthly Installment Interest (PEMI) may be required to be paid on monthly basis on the due date. PEMI will be charged from the date of the first disbursements to the date of commencement of EMI.</p> <p>In case of delayed payment, overdue interest for the delayed period will be charged at rates mentioned by the Company from time to time.</p> <p>The above terms are subject to change as per market movement or company policy which are explained in detail in loan agreement</p>	
Annual Outstanding Balance Statement	To be issued within 30 Days of closure of financial year.

INSURANCE OF THE PROPERTY AND THE BORROWER

The Company is a Corporate Agent with the Insurance Regulatory Development Authority of India (IRDAI) having registration no. CA0978. The Company is authorized to solicit insurance for an IRDAI registered insurance company with whom it has a Master Policy. The Borrower is advised to refer to the Certificate of Insurance issued by insurer which contains the features of the insurance policy. A policy is issued subject to terms and conditions set out by the Insurer. In event of death/damage to property, or such other event happening based on the policy availed by the Borrower, the proceeds will be used for extinguishing loan liabilities post which any residual sum, if any, shall be transferred to Nominee/legal heirs/ Borrowers as the case may be.

Obtaining insurance is not mandatory and neither linked to the Loan. However, in order to safeguard the interests of the dependents in the event of untimely death of borrower or in event of damage to the property, the Company facilitates obtaining of a life insurance policy for securing loan amount & property insurance for the collateral.

Company makes no warranty or representation about the insurance company or product & all guidelines issued by the Insurer on claims, policy, surrender among others will be applicable.

Any grievance related to insurance is to be taken up with insurance company. Taking insurance policy is not linked with obtaining loan.

NOTICE/ COMMUNICATION RELATING TO RATE OF INTEREST, FEE AND CHARGES

Procedure for intimation of the changes in Rate of Interest/ EMI or applicable charges	<p>Any revision in rate of interest or fee/ charges by the Company shall be notified through any one or more of the following media and shall be construed as full notice to the customer:</p> <ul style="list-style-type: none"> i) Letter on the last known address; ii) E-mail on the registered E-mail ID; iii) SMS/ telephone/ electronic message on the registered mobile no.; iv) Notice at the Company’s branches; v) Notice on the Company's website.
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SECURITY/ COLLATERAL FOR THE LOAN

Mortgage of below mentioned property in favor of the Company
Details of the Property Mortgaged:
Other Security:
Detail of Guarantor(s) :
Any other security as per Sanction Letter :



SCHEDULE OF CHARGES/ KFS

Charge Description	Charge Amount exclusive of GST in INR
Processing Fee*	Mortgage loan up to 2% of the loan amount, Flexible loan up to 3% of the loan amount
1st presentation EMI Bounce every month	1000
2nd presentation EMI Bounce every month	1000
Late Payment Penalty	2% of the total EMI outstanding (Principal + Interest)
Repayment mode- Cheque/ NACH Swap	500
Physical Statement of Account	500
Physical Duplicate NOC	500
Physical Repayment Schedule	500
List of Documents	1000
EMI Pick up	500
Physical copy of Property documents	2000
Charges to issue Certificate of Loan Dues	500
Conversion or Switch*** (Semifixed to Floating/ Semifixed to Fixed/ Fixed to Floating/ Floating to Fixed)	2.50% of the principal outstanding
Repricing fee	1% of the Principal Outstanding
Stamping or Franking	On Actuals
Bank charges on cheque / ECS/ NACH Bounce	On Actuals charged by customer's bank
Charges towards Legal/ SARFAESI/ Recovery action	On Actuals
Charges to be paid to CERSAI/ CKYCR	As applicable and prescribed by CERSAI/ CKYCR
Demand draft or pay order re-issuance or cancellation	750
Other Documents	500
Miscellaneous Charges	On Actuals
Technical Fees (For additional Property)	On Actuals
Valuation Fees (in Construction Linked Loans)	On Actuals
Charges towards Stamp Duty / Registration / Intimation of Mortgage / Creation of Mortgage	As applicable and prescribed by Government Authority

Foreclosure and Part Pre-payment charges (Effective for loans sanctioned prior to 1st January'2026)				
Type of Borrower	Type of Loan	Type of ROI	Applicability	
Individual	(a) Housing Loans, (b) LAP other than Business purpose	Floating, Semi-fixed (during the period ROI is floating)	Nil	
		Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	Nil – If paid through own source of funds 2.50% on prepaid amount in case of Balance takeover by any other financial institution	
	(a) Personal Loans	Floating, Semi-fixed (during the period ROI is floating)	Nil	
		Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	4% on prepaid/ foreclosure amount	
	(a) LAP Business (b) Non- Residential Purchase Loans	Floating, Fixed & Semi fixed		Balance Takeover from a bank/ HFC/ NBFC/ any other Financial Institution – 4% for foreclosure on Principal pre-paid
				Self-source – 4% on Principal pre-paid in case amounts prepaid in a financial year is over 20% of the o/s loan amount.
Non- Individual	Housing Loans	Floating, Semi-fixed (During the period ROI is floating)	Nil	
		Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	Nil – If paid through own source of funds 2.50% on prepaid amount in case of Balance takeover by any other financial institution	
	Any other	Any	4% on principal pre-paid	



Foreclosure and Part Pre-payment charges (Effective for loan sanctioned on or after 1 st January'2026)				
Type of Borrower	Type of Loan	Type of ROI	Applicability	
Individual	(a) Housing Loans	Floating, Semi-fixed (during the period ROI is floating)	Nil	
		Fixed rate of Interest, Semi-fixed (during the period ROI is fixed)	Nil – If paid through own source of funds 2.50 % on prepaid / foreclosure amount in case of Balance takeover by any other financial institution	
	(b) Personal Loans / Flexible loan	Floating, Semi-fixed (during the period ROI is floating)	Nil	
		Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	4% on prepaid/ foreclosure amount	
	(c) LAP Business / Non-Residential Purchase Loans	Floating, semi fixed (during the period ROI is floating)	Loans with Sanctioned amount up to Rs. 50 Lakhs – NIL Loans with Sanctioned amount more than Rs. 50 Lakhs: Balance Takeover from a bank/ HFC/ NBFC/ any other Financial Institution – 4% for Foreclosure on Principal pre-paid Self-source – 4% on Principal pre-paid in case amounts prepaid in a financial year is over 20% of the o/s loan amount	
		Fixed Semi-fixed (during the period ROI is fixed)	Balance Takeover from a bank/ HFC/ NBFC/ any other Financial Institution – 4% for foreclosure on Principal pre-paid Self-source – 4% on Principal pre-paid in case amounts prepaid in a financial year is over 20% of the o/s loan amount	
	(d) LAP other than Business purpose	Floating, Semi-fixed (during the period ROI is floating)	Nil	
		Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	Nil – If paid through own source of funds 2.50% on prepaid amount in case of Balance takeover by any other financial institution	
	Non- Individual	Housing Loans (Micro and small enterprises (“MSEs”) and Non MSEs)	Floating, Semi-fixed (During the period ROI is floating)	Nil
			Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	Nil – If paid through own source of funds 2.50% on prepaid / foreclosure amount in case of Balance takeover by any other financial institution
Any other (MSEs) – Business / Other than business		Fixed rate of Interest Semi-fixed (during the period ROI is fixed)	4% of prepaid / foreclosure amount	
		Floating, Semi-fixed (During the period ROI is floating)	Loans with Sanctioned amount upto Rs. 50 Lakhs – NIL Loans with Sanctioned amount more than Rs. 50 Lakhs –/ 4% of prepaid / foreclosure amount	
Any other (Non MSEs) – Business / Other than business		Fixed rate of Interest, Semi-fixed (during the period ROI is fixed)	4% of prepaid / foreclosure amount	
		Floating, Semi-fixed (During the period ROI is floating)	4% of prepaid / foreclosure amount	

* An amount of INR 10,000/- will be applied towards IMD Fees (non-refundable) from the Processing Fees paid.

*** Semifixed to Floating: Switch to floating within 3 years of semifixed period.

1. For Semi-fixed pre-payment charges to be levied as per prevailing rate at time of closing. Please refer the website <https://www.godrejhf.com/ghf/information-and-policies> for the latest version of Schedule of Charges/ KFS.
2. Refund of Fee: No refund of fee shall be allowed in any case at any point of time.
3. Please note: In addition to the above fee and charges, GST, any cess & other taxes, levies etc. prescribed by the Government of India or respective state will also be charged.
4. Further the above fee and charges are subject to change and will be at the sole discretion of GHF.
5. The Company has adopted an interest rate model based on cost of funds, cost of operations, various risks associated with the loan & security etc. An additional spread, based on the overall risk perceived, is factored in the pricing, which is function of income, credit history, credit information, profile of the borrower, internal assessment of the Company etc. Accordingly, the applicable rate of interest may be different for different customers' loan exposures.

CONDITIONS FOR THE DISBURSMENT OF LOAN

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| <ol style="list-style-type: none"> (1) Clear, marketable title of the property in favor of the borrower (2) A valid mortgage (equitable or registered) to be created in favor of the Company as per the Company's legal requirements. (3) Execution/ Submission of all documents as mentioned by the Company in the Sanction Letter/ Loan Agreement. (4) Any other condition mentioned in the Sanction Letter/ Loan Agreement. |
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Any Special Condition: As per the Sanction Letter/ Loan Agreement, if any.

PROCEDURE OF RECOVERY OF OVERDUES ARE AS FOLLOWS

The Borrower is expected to pay the EMI or PEMI regularly on due date without any notice, reminder or intimation.

If the amount due is not paid within the agreed timelines, the Company will follow-up with/ send reminders to the Borrower/ Guarantor for payment of dues by Post, Telephone, E-mail, SMS, any other electronic means and/or through third parties appointed for collection purpose. Any third party so appointed by the Company will be required to adhere to the code of conduct of the Company for recovery of dues.

Further, the Company is required to provide Credit information relating to its borrowers to Credit Information Companies (CICs) periodically. Hence, to avoid any adverse impact on the credit history with CICs like CIBIL, it is advised that the Borrower should ensure timely payment of the amount due on the loan amount.

In the event of default, all outstanding amounts owned by the Borrower to the Company shall become due as per the terms of the Loan Documents and the Company may undertake such necessary processes/ measures to enforce rights available to it under the Loan Documents including but not limited to charging Overdue/ Legal Charges, Charges for recovery of dues by enforcing the Security in accordance with the remedy available under the Law.

CUSTOMER SERVICES

GRIEVANCE REDRESSAL FOR INSURANCE RELATED QUERIES

GHF has applied for the Registration of a Corporate Agent (composite) with Insurance Regulatory Development Authority of India (IRDAI) for solicitation of insurance business. It will ensure adherence to the IRDAI Regulations, with respect to redressal of grievances relating to insurance. In event complaints related to insurance products solicited by GHF are received, the complaint will be acknowledged, and Company shall facilitate redressal within 14 days of the receipt of such complaint through the respective insurance company(ies).

If the complaint is not resolved or the customer is unsatisfied with the resolution provided, then he/she can lodge the complaint online with IRDAI at [hp//www.igms.irda.gov.in](http://www.igms.irda.gov.in) or email to complaints@irda.gov.in

For any assistance and further information, you may connect the Customer Service team of the Cor below modes between 10 AM to 6 PM on working days:

1. Contact the branch manager / branch in charge of the branch nearby you.

2. Call our customer care No.: 022-68815555

You can also write an email to us at the E-Mail Id: customercare@godrejcapital.com

For further details, you please visit the Company's website: <https://www.godrejhf.com>

You can collect the following documents by visiting our branch as per the mentioned timelines:

Loan Account Statement	Within 1 working days
Photocopy of the title documents	Within 7 working days
Return of Original document on closure of the loan	Within 30 days

CUSTOMER GRIEVANCE MECHANISM

Level I	Call us on 022-68815555 (From Monday to Sunday, 9:00 AM to 6:00 PM) or Email to customer@godrejcapital.com Visit the website - https://www.godrejhf.com Write a letter addressed to : Customer service Team, Godrej Housing Finance, Godrej One, Pirojshanagar, Vikhroli East, Mumbai, 400079, Maharashtra, India
Level II	If you have not received a satisfactory response for your grievance within 7 working days, please reach out to our Grievance Redressal officer Sandip Barmera nodalofficer@godrejhf.com +91 7317157126 Godrej Housing Finance, 9 th Floor, Godrej One, Pirojshanagar, Vikhroli East, Mumbai, 400079, Maharashtra, India
Level III NHB (In case delayed or no response)	In case your grievance is not addressed within one month of registering with us or are dissatisfied with the response received, you may approach the National Housing Bank at the address given below: Grievance Redressal Department of NHB Online mode: https://grids.nhbonline.org.in OR Offline mode: By post, in prescribed format available at http://www.nhb.org.in/~%20Grievance-Redressal-System/Lodging-Complaint-Against-HFCsNHB%E2%80%25%2093Physical-Mode.pdf to NHB at the following address: Grievance Redressal Department National Housing Bank, Core 5A, India Habitat Centre Lodhi Road, New Delhi- 110 003
Complaints pertaining to Insurance – Corporate Agency	Grievance Redressal Cell of the Insurance Regulatory and Development Authority of India General Manager Insurance Regulatory and Development Authority of India (IRDAI) Policyholder’s protection & Grievance Redressal Department- Grievance Redressal Cell. Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032. Email: complaints@irdai.gov.in Bima Bharosa system - IRDAI Portal at https://bimabharosa.irdai.gov.in/ Contact: Toll Free No. 155255 or 1800 4254 732.

**- For accurate and timely resolution, customers are requested to provide all the necessary details like the Customer Information Number (CIF), Loan Account Number (LAN), details of the feedback, suggestions, complaint and valid contact Information including phone number & e-mail ID while first contacting the Company.*

You are requested to refer to the website for the latest details regarding “Customer Grievance” for escalation of any queries.

Important Points to Note:

For accurate and timely resolution, customers are requested to provide all the necessary details like the Customer Relationship Number (CRN), Loan Account Number (LAN), details of the feedback, suggestions, complaint and valid contact Information including phone number & e-mail ID while first contacting with the Company.

GHF endeavors to address and respond to all the customers’ requests and complaints within a reasonable time and will keep the customer informed on the status as necessary in the interest of the customer. Since, every request and complaint is unique in nature, it may take up to 1 month for a thorough resolution, post investigations if any.

The above mentioned Most Important Terms and Conditions (MITC) are not exhaustive and are to be read in conjunction with the terms contained in Sanction letter and the Loan Agreement and the other documents which the borrower has executed with Godrej Housing Finance Limited. In case of any conflict in the terms, the terms as provided in the Loan Agreement shall prevail.

With Warm Regards

For Godrej Housing Finance Limited

Authorized Signatory

DECLARATION/UNDERTAKING BY THE BORROWER

I have received a copy of the document containing Most Important Terms and Conditions in my preferred language pertaining to the loan availed by me. The above terms and conditions have been read by the Borrower(s) / read over to the borrower by

Shri/Smt. _____ of the Company.

I confirm that I have understood the above Most Important Terms and Conditions and I accept them.

Borrower _____ Co-Borrower 1 _____

Co-Borrower 2 _____ Co-Borrower 3 _____