



खुशियां आपकी साथ हमारा....

NHB Registered
U67120RJ1995PLC009580

INFORMATION BOOKLET



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MENTOR HOME LOANS INDIA LTD.

Regd. Office:

Mentor House, Govind Marg, Sethi Colony,

Jaipur-302004 (Rajasthan)

Phone: +91 141 2611999

Website: www.mentorloans.co.in



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Major Terms and Conditions of the agreed to between (the borrower) and **Mentor Home Loans India Limited** is as under:

1. Loan

Sanctioned Amount: _____

2. Interest

Key Interest Rates on Loans Offered:

LOAN PRODUCTS	Interest Rates Range (Per Annum)**
Products Offered	Fixed Rate* (%)
HOUSE PURCHASE LOAN	Up to 24
HOUSE CONSTRUCTION LOAN	Up to 24
HOUSE REPAIR, RENOVATION AND EXTENSION LOAN	Up to 24
PURCHASE CUM CONSTRUCTION LOAN	Up to 24
TOP-UP-LOAN	Up to 24
OTHER LOANS	Up to 24

* Note: - Taxes as per Government Rules

** The above card/standard rate of interest may have some changes base on the profile of customer/property paper with the appropriate approvals.

3. Installment Types

4. Loan Tenure

5. Purpose of Loan

6. Fee and Other Charges

Login Fees (IMD) Including GST	<ul style="list-style-type: none"> Rs. 2000/- + GST- Request Loan Amount up to Rs. 10,00,000/- Rs. 3000/- + GST- Request Loan Amount from Rs 10,00,001/- to 20,00,000/- Rs. 6000/- + GST- Request Loan Amount from Rs. 20,00,001/- to 30,00,000/-
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	<ul style="list-style-type: none"> • Cheque/ DD of Rs 10000/- + GST-Request Loan Amount from Rs. 30,00,001 to 50,00,000/- • Cheque/ DD of Rs 20000/-+ GST- Request Loan Amount of Rs. 50,00,001/- and above
Processing Charges	Up to 3.5% + GST (on the sanctioned value) to be collected before disbursement or deducted from first Disbursement.
Service Charges	As per Clause A of the booklet



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A. Service charges:-

List of Customer Service Charges pertaining to the Loan are as follows:

UPFRONT CHARGES (CHARGES BEFORE / DURING DISBURSEMENT)	
Processing Charges	Up to 3.5% + GST (on the sanctioned value) to be collected before disbursement or deducted from first Disbursement.
Non postal stamp/ stamp duty	As applicable law of the State
Non-Encumbrance Certificate / Verification Report	Charges applied up to Rs. 5000/-
Legal & Technical Amount	<ul style="list-style-type: none"> • Cheque of Rs 5000/- for Each Property for Request Loan Amount up to Rs. 10,00,000/- • Cheque of Rs 5000/- for Each Property for Request Loan Amount from Rs 10,00,001/- to 20,00,000/- • Cheque of Rs 7500/- for Each Property for Request Loan Amount from Rs. 20,00,001/- to 50,00,000/- • Cheque of Rs 7500/- for Each Property for Request Loan Amount from Rs. 50,00,001 to 1,00,00,000/- • Cheque of Rs 10000/- for Each Property for Request Loan Amount from Rs 1,00,00,001/- and Above
CERSAI : At the time of Disbursement: Creation of Charge on Property Financed	Rs. 250/- +GST To be Deduct from Disbursement
CUSTOMER SERVICE CHARGES:	

	<p>Financial institution, in case of Fixed Rate of Interest, the Charges are as follows:</p> <ol style="list-style-type: none">1. 5% + GST as applicable in Pre-closure Charges would be levied on principle o/s & all part prepayments done in case loan is closed2. For Part-payment following condition also applicable apart from above charges:<ol style="list-style-type: none">1. Part-payment is allowed after completion of 6 months from date of first disbursement.
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Cheque/ ECS/ ACH bounce charges (Per instrument/ Transaction) 1000/-	
Late Payment Interest	5% per month compound for no. of days delayed in EMI/ PEMI payment.
Duplicate No dues Certificate	Rs. 500/-
Insurance Policy Required after Foreclose or Insurance Premium Refund Request	Rs. 200/-
Copy of Property Papers	Rs. 1000/-
Document Retrieval Charges	Rs. 1000/-
Cancellation Charges / Fees	1. If request received within 7 days of the disbursement: only Rs 1000/- (cancellation Charges). 2. If request received after 7 days of the Disbursement: Rs 1000/- (Cancellation Charges) + GST + PEMI till the cancellation request.
Duplicate Annual Account Statement, Provisional Interest Certificate	Rs. 500/-
Loan Prepayment / Closure (fully) statement / SOA/ repayment Schedule Charges, LOD	Rs. 500/-
Disbursement Cheque Cancellation & Re-issuance	Rs. 1000/- (cancellation charges) & PEMI will be charged
Disbursement cancellation(Deal Postponed etc)	1. If request received within 7 days of the disbursement: Only Rs. 1000/- (cancellation Charges) 2. If request received after 7 days of the disbursement: Only Rs. 1000/- (cancellation Charges) + GST + PEMI till the cancellation request
Cheque/ ACH Swapping charges (per set)	
PDC to PDC	Rs. 1000/-
PDC to ACH	NIL
ACH to ACH	Rs. 1000/-
ACH to PDC	Rs. 1000/-
Complaint Handling Charges	NIL
CHARGES AT THE TIME OF FORECLOSURE	
Cash collection Charges (only FC)	
CERSAI : At the time of Loan Closure :- Satisfaction of Charge (Removal of Lien)	NIL
Document Custodian Fees	Rs. 1000/- Per Month (Chargeable after 90 days of closure of the Loan Account)



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Note: * The Govt. of India has implemented the Good & Service Tax (GST) effective from 1st July, 2017. Consequently, the Service Tax rate (including cess) of 15%, as applicable to the products & services rendered by financial institutions, has been replaced by the GST rate of 18%.

7. Security / Collateral for the Loan

- Mortgage (_____ details of the property to be mortgaged as security for the loan)
- Guarantee (_____ the names of the Guarantors)
- Other Security (_____ the details of other securities, if any)

8. Insurance of the Property / Borrowers

(_____ details of the requirements and features of the Insurance policy to be obtained for the property / borrowers).

9. Conditions for the Disbursement of the Loan

(_____ conditions for disbursements of the loan or any instalment thereof viz., creation of security, submission of approved plans, stages of construction, statutory approvals etc.)

10. Repayment of the Loan & Interest

(_____ the amount of EMI
_____ total number of instalments
_____ other details i.e. payment of principal amount of loan and interest including due dates.

Mode of Communication of Changes in Interest Rate: Through Letter/ registered E-mail / other source of communication.

11. Brief procedure to be followed for Recovery of overdues

(_____ the notice etc. to be given to the borrower for recovery of overdues before proceeding under the applicable law).

12. Date on which annual outstanding balance statement will be issued

13. Customer Services

- For any query and information you can connect the company through below modes between the Working Hours from 11:00 AM to 5:00 PM.
 - Contact to the Branch Manager of the Branch nearby
 - Call to our Customer Care: +91- 8946800800



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14. Grievance Redressal

MENTOR HOME LOANS INDIA LIMITED, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed.

Step 1:

Please visit to the nearest MENTOR HOME LOANS INDIA LIMITED Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches (During the working hours from 11:00 A.M to 5:00 P.M)

We will respond to your complaint within 15 working days.

Step 2:

If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, email, or call to the Grievance Redressal Officer of the company: -

Mr. Suraj Sharma
(Grievance Redressal Officer)
Mobile No: 9351945723
E-Mail: legal01@mentorloans.co.in
MENTORS HOME LOANS INDIA LIMITED
Mentor House, Govind Marg, Sethi Colony,
Jaipur – 302004, Rajasthan

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

Step 3:

If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:

National Housing Bank,
Department of Regulation and Supervision,
(Complaint Redressal Cell)
4th Floor, Core- 5A, India Habitat Centre,
Lodhi Road, New Delhi – 110 003

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link <https://grids.nhbonline.org.in>.



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OTHER SERVICES PROVIDED:-

Company provides no other services other than the below loans offered in its ordinary course of Business.

• LIST OF PRODUCTS OFFERED BY THE COMPANY:-

- I. HOUSE PURCHASE LOAN
- II. HOUSE CONSTRUCTION LOAN
- III. HOUSE REPAIR, RENOVATION AND EXTENSION LOAN
- IV. PURCHASE CUM CONSTRUCTION LOAN
- V. TOP-UP LOAN AND;
- VI. OTHER LOANS

TIME NORMS FOR COMMON TRANSACTIONS:

The following norms are indicative Standard time norms for various common Transactions:

Sr. No.	Transactions	Time Norms
1	Loan Account Statement	Within 3 working days
2	Photocopy of the title documents	Within 15 working days
3	Cash Receipt of EMI	Over the counter
4	Foreclosure statement of Loan	Within 7 working days
5	Return of Original document on closure of the loan	Within 45 working days
6	No Objection Certificate	Within 45 working days

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.

Applicant's Name
Guarantor's Name

Authorized Signatory
Mentor Home Loans India Limited

Signature (s)

Signature (s)