



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](http://www.mentorloans.co.in)**



सुधियां आपकी साथ हमारा....

NHB Registered

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## INFORMATION BOOKLET

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 35                           |
| HOUSE CONSTRUCTION LOAN                     | Up to 35                           |
| HOUSE REPAIR, RENOVATION AND EXTENSION LOAN | Up to 35                           |
| PURCHASE CUM CONSTRUCTION LOAN              | Up to 35                           |
| TOP-UP-LOAN                                 | Up to 35                           |
| OTHER LOANS                                 | Up to 35                           |

\* 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

|   |  |  |
|---|--|--|
| <b>Login Fees (IMD)<br/>Including GST</b> | <ul style="list-style-type: none"><li>Rs. 2000/- + GST- Request Loan Amount up to Rs. 10,00,000/-</li><li>Rs. 3000/- + GST- Request Loan Amount from Rs 10,00,001/- to 20,00,000/-</li><li>Rs. 6000/- + GST- Request Loan Amount from Rs. 20,00,001/- to 30,00,000/-</li></ul> |  |
|---|--|--|

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Cheque/ DD of Rs 10000/- + GST-Request Loan Amount from Rs. 30,00,001 to 50,00,000/-</li> <li>• Cheque/ DD of Rs 20000/-+ GST- Request Loan Amount of Rs. 50,00,001/- and above</li> </ul> |
|--|---|

|                                    |   |
|------------------------------------|---|
| <b>Loan Administration Charges</b> | Up to 3.5% + GST (on the sanctioned value) to be collected before disbursement or deducted from first disbursement. |
| <b>Service Charges</b>             | As per Clause A of the booklet  |

#### A. Service charges:-

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

| UPFRONT CHARGES (CHARGES BEFORE / DURING DISBURSEMENT)                        |  |
|---|--|
| <b>Loan Administration Charges</b>  | 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                             | Rs. 2500/-   |
| Legal & Technical Amount  | Rs. 2500/- + GST   |
| CERSAI : At the time of Disbursement: Creation of Charge on Property Financed | Rs. 100/- + GST (for loans > 5 Lacs) and;  |
|   | Rs. 50/- + GST (for loans < 5 lacs) or as per the charges levied by CERSAI   |
| <b>CUSTOMER SERVICE CHARGES:</b>  |  |
| Prepayment Charges  | <p>Part - Prepayment / Foreclosure of Home Loan on fixed rate of Interest: No. Prepayment charges, if loan is foreclosed through own source. However, if the payment is made by borrowing from a bank / HFC/NBFC and/or a financial institution. The prepayment charges are as follows:</p> <ol style="list-style-type: none"> <li>1. 5% + GST as applicable in Pre-closure Charges would be levied on principle o/s &amp; all part prepayments done in case loan is closed within 12 months of the first Disbursement.</li> <li>2. Maximum Part payment in a Month Rs. 50,000 or 25% of Loan Amount in a year</li> <li>3. Foreclose will be allowed after depositing 12 Months of Interest.</li> </ol> <p>C. For a payment to be considered and applied as part payment of loan. a) Minimum amount should be at least 5 times the prevailing EMI b) Maximum should be 25% of the principal outstanding in a Financial Year c) Prepayment of more than 5 lakhs , will need to be informed 30 days in advance at Mentor Home Loans Limited branch</p> |

|   |  |
|---|--|
| Cheque/ ECS/ ACH bounce charges (Per instrument/ Transaction) 1000/-                                      |  |
| <b>Late Payment charges</b>   | <b>5% per month compound for no. of days delayed in EMI/ PEMI payment.</b>   |
| Duplicate No dues Certificate   | Rs. 500/- + GST  |
| Insurance Policy Required after Foreclose or Insurance Premium Refund Request                             | Rs. 200/-  |
| Copy of Property Papers   | Rs. 1000/-   |
| Document Retrieval Charges  | Rs. 1500/- plus applicable taxes (GST) and/or other statutory levies   |
| Cancellation Charges / Fees   | <ol style="list-style-type: none"> <li>1. If request received within 7 days of the disbursement:<br/>only Rs 1000/- (cancellation Charges) +GST (cancellation Charges).</li> <li>2. If request received after 7 days of the disbursement<br/>Rs. 1000/- + GST (cancellation Charges) &amp; PEMI till the cancellation request</li> </ol> |
| Duplicate Annual Account Statement, Provisional Interest Certificate                                      | <b>Rs. 500/- +GST</b>  |
| Loan Prepayment / Closure (fully) statement / SOA/ repayment Schedule Charges, LOD                        | Rs. 500/-  |
| Disbursement Cheque Cancellation & Re- issuance   | Rs. 1000/- +GST (cancellation charges) & PEMI will be charged.   |
| Disbursement cancellation   | <ol style="list-style-type: none"> <li>1. If request received within 7 days of the disbursement:<br/>only Rs 1000/- (cancellation Charges) +GST (cancellation Charges).</li> <li>2. If request received after 7 days of the disbursement<br/>Rs. 1000/- + GST (cancellation Charges) &amp; PEMI till the cancellation request</li> </ol> |
| Cheque/ ACH Swapping charges (per set)  |  |
| PDC to PDC  | Rs. 1000/- + GST   |
| PDC to ACH  | NIL  |
| ACH to ACH  | Rs. 1000/- + GST   |
| ACH to PDC  | Rs. 1000/- - PDC   |
| Complaint Handling Charges  | NIL  |
| <b>CHARGES AT THE TIME OF FORECLOSURE</b>   |  |
| Cash collection Charges (only FC) Nil for Cheque Payment - Rs. 5/- Per Thousand for Cash Collection + GST |  |
| CERSAI : At the time of Loan Closure :- Satisfaction of Charge (Removal of Lien)                          | NIL  |
| Document Custodian Fees   | Rs. 500/- + GST Month (Chargeable after 30 days of closure of the Loan Account)  |



सुविधाएं आपकी साथ हमारा....

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## INFORMATION BOOKLET

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 assistance and information you can connect the Central Customer Relationship Management (CRM) cell of the company through below modes between the Working Hours from 10:00 AM to 6:30 PM
  - ☐ Contact to the Branch Manager/branch in charge of the branch nearby you Call to
  - ☐ our Customer care No.:- **+91-8946800800**
  - ☐ You Can also write to us via our website: **www.mentorloans.co.in**



सुविधाएं आपकी साथ हमारा....

NHB Registered

U67120RJ1995PLC009580

## INFORMATION BOOKLET

### 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

1. By telephonic communication with our team at [0141-2611999](tel:0141-2611999) between 10:00 A.M. – 06:30 P.M. from Monday to Saturday (Except Public Holidays).
2. By way of e-mail:- [info@mentorloans.co.in](mailto:info@mentorloans.co.in)
3. By way of written letter addressed to Customer Service - Mentor House, Govind Marg, Sethi Colony, Jaipur- 302004.
4. By way of visiting the nearest Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches from Monday to Saturday (Except Public Holidays) during the working hours from 9:30 A.M to 6:00 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, mail or call to the Nodal Officer/ Grievance Redressal Officer of the company:

|   |   |
|---|---|
| <b>NODAL OFFICER:</b><br><b>Mr. Sahil Goyal</b><br>Mentor House, B-9, Govind Marg, Sethi Colony,<br>Jaipur-302004<br>E-Mail ID: <a href="mailto:sahil@mentorloans.co.in">sahil@mentorloans.co.in</a> Office: +91<br>141-2611999 | <b>GRIEVANCE REDRESSAL OFFICER:</b><br><b>Mr. Suraj Sharma</b><br>Mentor House, B-9, Govind Marg, Sethi Colony, Jaipur-<br>302004<br>E-Mail ID: <a href="mailto:legal01@mentorloans.co.in">legal01@mentorloans.co.in</a> Phone <a href="tel:+919351945723">+91<br/>9351945723</a> |
|---|---|

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavour to do so within 7 working days.

#### Step 3:

If your complaint still remains unresolved or if the complainant does not receive any response from the Company within the reasonable time period, you may directly approach the 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 in online mode by lodging its complaint at the link <https://grids.nhbonline.org.in>.



खुशियाँ आपकी साथ हमारा....

NHB Registered

U67120RJ1995PLC009580

## INFORMATION BOOKLET

### 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 7 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 30 working days |
| 6       | No Objection Certificate                           | Within 30 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)