



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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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

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
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Processing Charges	3% + GST (on the sanctioned value) to be collected before disbursement or deducted from first disbursement.
Service Charges	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)	
Processing Charges	3% + 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 & CIBIL Charge	For CERSAI: Rs. 100/- + GST (for loans > 5 Lacs) and;
	For CERSAI: Rs. 50/- + GST (for loans < 5 lacs) or as per the charges levied by CERSAI
	For CIBIL: Rs. 150/- + GST (includes any other charges, if any)
CUSTOMER SERVICE CHARGES:	
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"> 1. 5% + GST as applicable in Pre-closure Charges would be levied on principle o/s & all part prepayments done in case loan is closed within 12 months of the first Disbursement. 2. Maximum Part payment in a Month Rs. 50,000 or 25% of Loan Amount in a year 3. Foreclose will be allowed after depositing 12 Months of Interest.

Cheque/ ECS/ ACH bounce charges (Per instrument/ Transaction) 1000/-	
Late Payment charges	5% per month compound for no. of days delayed in EMI/ PEMI payment.
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	1. If request received within 7 days of the disbursement: only Rs 1000/- (cancellation Charges) +GST (cancellation Charges). 2. If request received after 7 days of the disbursement Rs. 1000/- + GST (cancellation Charges) & PEMI till the cancellation request
Duplicate Annual Account Statement, Provisional Interest Certificate	Rs. 500/- +GST (excluding one Statement of Account free of cost in every quarter)
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 cancelation(Deal Postponed etc)	1. If request received within 7 days of the disbursement: only Rs 1000/- (cancellation Charges) +GST (cancellation Charges). 2. If request received after 7 days of the disbursement Rs. 1000/- + GST (cancellation Charges) & PEMI till the cancellation request
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/- + GST
Complaint Handling Charges	NIL
CHARGES AT THE TIME OF FORECLOSURE	
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)



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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



सुविधायां आपकी साथ हमारा....

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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
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:

<p>NODAL OFFICER: Mr. Satish Gauttam Mentor House, B-9, Govind Marg, Sethi Colony, Jaipur-302004 E-Mail ID: satish.gauttam@mentorloans.co.in Office: +91 8502944544</p>	<p>GRIEVANCE REDRESSAL OFFICER: Mr. Mohd. Javed Akhter Mentor House, B-9, Govind Marg, Sethi Colony, Jaipur-302004 E-Mail ID: javed.akhter@mentorloans.co.in Phone +91 9414046526</p>
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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>.



सुधियां आपकी साथ हमारा....

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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 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)