

**MOST IMPORTANT TERMS AND CONDITIONS**

Loan «PURPOSE_OF_LOAN»(a. Purchase b. Construction c. Repair, Renovation & Extension d. Plot Cum Construction e. Others)		
Major Terms and conditions of the housing loan agreed to between _____ (Borrower(s) name) and <b>MENTOR HOME LOANS LIMITED</b> are as under:		
Loan Account No. (LAN No.) _____		
(For Office Use Only)		
Dear Customer		
Thank you for your decision to avail loan facility for the purpose / on referred above. We hereby confirm our acceptance to extend the facility on terms referred herein.		
<b>PARTICULARS OF THE LOAN:</b>		
1	Application Form No.	«DEAL_NUMBER»
2	Facility Loan Sanction Amount Not Exceeding (Rs.)	Rs.«SANCTIONED_AMOUNT»
3	Facility Loan Type (Please specify)	a. Purchase b. Construction c. Repair, Renovation & Extension d. Plot Cum Construction e. Others
4	Rate Type	a. <b>Fixed</b> b. Floating / Adjustable interest Rate c. Dual / Special Rate
5	MENTOR HOME LOANS INDIA LIMITED Lending Rate.	<p><b>For a. Fixed Rate of Interest</b></p> <p>(I) The Applicant/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at «RATE_OF_INTEREST»% per annum (Fixed Rate) plus applicable interest tax or other statutory levy on the dates mentioned below.</p> <p>(II) The Applicant/s shall pay PEMI at «RATE_OF_INTEREST»_% (Fixed) per annum plus applicable interest tax on other statutory levy until commencement of the EMI. Such PEMI will be calculated from the date of respective disbursement(s) and shall be payable on the dates mentioned below.</p>
		<p><b>For b. Floating / Adjustable Interest Rate:</b></p> <p>(I) Base Rate = _____ % per annum as on the date of this Loan Agreement.</p> <p>(II) Until varied by <b>MENTOR HOME LOANS INDIA LIMITED</b> in terms of this Loan Agreement, the Borrower/s will pay the Variable Rate of Interest = _____% per annum (i.e. Base Rate ± margin of _____%) plus applicable interest tax or other statutory levies</p> <p>(III) The Borrower/s shall pay PEMII at _____% per annum until commencement of the EMI payable on the dates mentioned below plus applicable interest tax or other statutory levies.</p>
6	Date of Reset of interest (In Floating Interest Rate Cases)	The applicable rate of interest on the loan will be revised/reset with the change in the WHFL Lending Rate i.e. Interest rate on loan may change with the effective date of change in WHFL Lending Rate.
7	Loan Tenure/Total No. Of EMIs	«NO_OF_EMI_IN_MONTHS»Months/EMIs (Subject to change with a change in Base Rate, in cases of Floating / Adjustable Rate of interest).
8	Installment Type	Monthly

Applicant(s) Name: «NAME\_OF\_BORROWER»

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

Authorized Signatory

**MENTOR HOME LOANS INDIA LIMITED**

<b>REPAYMENT OF THE LOAN &amp; INTEREST:</b>		
1	EMI (Rs.)	Rs. _«Amount_of_each_EMI»_(Subject to change with a change in Base Rate, in cases of Floating / Adjustable Rate of Interest)
2	Date of Commencement of EMI	«DATE_OF_EMI»
3	Due Date for payment of EMI Cycle	10 <sup>th</sup> of Every Month
4	Procedure for intimation of the changes in Rate of Interest / EMI	In event any change in Rate of interest / EMI, we will communicate the same to you through letter at the last known address as updated in our records or through updation on SMS/registered email/other source of communication.
<b>INSURANCE OF THE PROPERTY AND THE BORROWER(S):</b>		
1	Insurance of the Borrower	Requirement: To Ensure and Protect the Life of Borrower Features: Life Coverage of the Insured
2	Insurance of the Property	Requirement: To Ensure that Property offered as security to be insured against the losses arised due to earthquake, fire flood, explosion, storm, tempest etc. Features: To Indemnify the losses arised due to earthquake, fire, flood, explosion, storm, tempest etc.
<b>FEES AND OTHER CHARGES:</b>		
UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)		
1	Processing Charges	3% + GST (on the sanctioned value) to be collected before disbursement or deducted from first disbursement.
2	Non-Postal Stamp/Stamp Duty	As applicable law of the state
3	Non-encumbrance Certificate / Search Report	Rs. 2,500
4	Valuation / Technical Fee	Rs. 2500/- + GST
5	CERSAI: All the time of Disbursement: Creation of Charge	Rs. 100/- + GST (for loans>5 Lacs) and; Rs. 50/- + GST (for loans < 5 lacs) or as per the charges levied by CERSAI
6	Prepayment Charges	A. Part - Prepayment / Foreclosure of <u>Home Loan on Variable / Floating rate of Interest:</u> No. Prepayment Charges. B. Part - Prepayment / Foreclosure of <u>Home Loan on fixed rate of Interest:</u> 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: 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.
7	Cheque/ECS/ACH Bounce Charges (Per instrument/Transaction)	Cheque return charge of INR 1000/- + GST as applicable per instrument is payable in case of a dishonored cheque or ECS or ACH.
8	Late Payment Interest	5% per month compound for no. Of days delayed in PEMI/EMI payment
9	Duplicate No. Dues Certificate	Rs. 500/- + GST

Applicant(s) Name: «NAME\_OF\_BORROWER»

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

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MENTOR HOME LOANS INDIA LIMITED

10	Copy of Property Papers	Rs. 1000/-
11	Document Retrieval Charges	Rs. 1500/- plus applicable taxes (GST) and/or other statutory levies
12	Duplicate Annual Account Statement, Provisional Certificate	Rs. 500/- +GST
13	Foreclosure Statement	Rs. 500/-
14	Each Personal Visit to customer's Place for collection of dues	Rs. 500/- per visit plus applicable GST
15	Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- +GST (cancellation charges) & PEMI will be charged.
16	Disbursement Cancellation	1. If request received within 7 days of the disbursement. Only Rs. 1000/- +GST (cancellation Charges). 2. If request received after 7 days of the disbursement Rs. 1000/- + GST (cancellation Charges) & PEMI till the cancellation request
<b>Cheque / ECS/ACH Swapping Charges (Per Set):-</b>		
1	PDC to PDC	Rs. 1000/- + GST
2	PDC to ECS/ACH	NIL
3	ECS/ACH to ECS/ACH	Rs. 1000/- + GST
4	ECS/ACH to PDC	Rs. 1000/- PDC
<b>CHARGES AT THE TIME OF FORECLOSURE</b>		
1	Cash Collection Charges (Only FC) Nil for Cheque Payment	Rs. 5/- Per Thousand for Cash Collection + GST
2	CERSAI: At the time of Loan Closure:- Satisfaction of Charge (removal of lien)	NIL
3	Document Custodian Fees	Rs. 500/- + GST Month (Chargeable after 30 days of closure of the Loan Account)
Note: * The Govt. Of India has implemented the Good & Service Tax (GST) effective from 1 <sup>st</sup> 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%.		

Applicant(s) Name: <NAME\_OF\_BORROWER>

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

Authorized Signatory

MENTOR HOME LOANS INDIA LIMITED

NHB Registered  
CIN-U67120RJ1995PLC009580

<b>SECURITY/COLLATERAL FOR THE LOAN</b>	
Mortgage of Below mentioned property in Favour of MENTOR HOME LOANS INDIA LIMITED	
Property Mortgage: «Property_Address»	
Other Security:N/A	
Detail of Guarantor(s): N/A	
<b>CONDITION FOR THE DISBURSMENT OF LOAN:</b>	
The Loan is subject to the below conditions:«Additional_Sanction_Conditions_1»«Additional_Sanction_Conditions_2»«Additional_Sanction_Conditions_4»«Additional_Sanction_Conditions_3»	
Any Special Condition:	
<b>PROCEDURE OF RECOVERY OF OVERDUES ARE AS FOLLOWS:</b>	
Upto TWO PEMI / EMI outstanding	a. You will be informed via sms, phone calls or our representative would be visiting personally
More than two PEMI / EMI outstanding	b. Along with point a, legal notice is sent informing PEMI / EMI overdues.
More than three PEMI / EMI outstanding	c. Total loan recall notice is being sent & legal proceeding is started.
<b>ANNUAL OUTSTANDING BALANCE STATEMENT</b>	<b>Within 30 Days of closure of financial year</b>
<b>CUSTOMER SERVICES:</b>	
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	
1. Contact to the branch manage / branch in charge of the branch nearby you	
2. Call to our Customer care No.:- +91-8946800800	
You can also write to our Customer care <b>E-Mail Id:- customercare@mentorloans.co.in</b>	
You Can also write to us via our website: <b>www.mentorloans.co.in</b>	
You can collect the following documents by visiting our branch, timelines are mentioned for the same:	
Loan Account Statement	Within 7 working days
Photocopy of the title documents	Within 15 working days
Return of Original document on closure of the loan	Within 30 working days
<b>I/WE ACKNOWLEDGE THAT:</b>	
1. I / We not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my / our application form.	
2. All other terms and condition of the contract will be as per our loan agreement signed by you.	
3. This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.	
4. Company may withdraw this offer, if any information / document provided by you seems doubtful.	
5. Please read our agreement carefully for executing the same, our executive will help you in understanding/ clarifying any clause if you required.	

Applicant(s) Name: «NAME\_OF\_BORROWER»

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

Authorized Signatory

MENTOR HOME LOANS INDIA LIMITED

**CUSTOMER GRIEVANCE MECHANISM**

At MENTOR HOME LOANS INDIA LIMITED, we believe in providing the best of services to your 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 10:00 A.M. To 6:30 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, fax or call to the Nodal Officer of the company: -

Mr. ....  
(Nodal Officer)  
MENTOR HOME LOANS INDIA LIMITED  
.....  
.....  
E-Mail ID : .....  
Office: +91 -  
Fax: +91 -  
Mob: +91 -

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

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link .....

**"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"**

सुविधा आपकी साथ हमारा....

**Applicant(s) Name: <NAME\_OF\_BORROWER>**

**Guarantor(s) Name:** \_\_\_\_\_

**"Borrower Signature(s):**

**Authorized Signatory**

**MENTOR HOME LOANS INDIA LIMITED**

**MOST IMPORTANT TERMS AND CONDITIONS**

Loan «PURPOSE_OF_LOAN»(a. Purchase b. Construction c. Repair, Renovation & Extension d. Plot Cum Construction e. Others)		
Major Terms and conditions of the housing loan agreed to between «NAME_OF_BORROWER»(Borrower(s) name) and <b>MENTOR HOME LOANS LIMITED</b> are as under:		
Loan Account No. (LAN No.) _____		
(For Office Use Only)		
Dear Customer		
Thank you for your decision to avail loan facility for the purpose / on referred above. We hereby confirm our acceptance to extend the facility on terms referred herein.		
<b>PARTICULARS OF THE LOAN:8</b>		
1	Application Form No.	«DEAL_NUMBER»
2	Facility Loan Sanction Amount Not Exceeding (Rs.)	Rs.«SANCTIONED_AMOUNT»
3	Facility Loan Type (Please specify)	a. Purchase b. Construction c. Repair, Renovation & Extension d. Plot Cum Construction e. Others
4	Rate Type	a. Fixed b. Floating / Adjustable interest Rate c. Dual / Special Rate
5	MENTOR HOME LOANS INDIA LIMITED Lending Rate.	<p><b>For a. Fixed Rate of Interest</b></p> <p>(I) The Applicant/s shall pay interest on the principal amount of the Facility outstanding from time to time monthly at «RATE_OF_INTEREST»% per annum (Fixed Rate) plus applicable interest tax or other statutory levy on the dates mentioned below.</p> <p>(II) The Applicant/s shall pay PEMI at «RATE_OF_INTEREST»% (Fixed) per annum plus applicable interest tax on other statutory levy until commencement of the EMI. Such PEMI will be calculated from the date of respective disbursement(s) and shall be payable on the dates mentioned below.</p> <p><b>For b. Floating / Adjustable Interest Rate:</b></p> <p>(I) Base Rate = _____ % per annum as on the date of this Loan Agreement.</p> <p>(II) Until varied by <b>MENTOR HOME LOANS INDIA LIMITED</b> in terms of this Loan Agreement, the Borrower/s will pay the Variable Rate of Interest = _____% per annum (i.e. Base Rate ± margin of _____%) plus applicable interest tax or other statutory levies</p> <p>(III) The Borrower/s shall pay PEMI at _____% per annum until commencement of the EMI payable on the dates mentioned below plus applicable interest tax or other statutory levies.</p>
6	Date of Reset of interest (In Floating Interest Rate Cases)	The applicable rate of interest on the loan will be revised/reset with the change in the WHFL Lending Rate i.e. Interest rate on loan may change with the effective date of change in WHFL Lending Rate.
7	Loan Tenure/Total No. Of EMIs	«NO_OF_EMI_IN_MONTHS» Months/EMIs (Subject to change with a change in Base Rate, in cases of Floating / Adjustable Rate of interest).
8	Installment Type	Monthly
<b>REPAYMENT OF THE LOAN &amp; INTEREST:</b>		
1	EMI (Rs.)	Rs.«MONTHLY_INSTALLMENT»(Subject to change with a change in Base Rate, in cases of Floating / Adjustable Rate of Interest)
2	Date of Commencement of EMI	«DATE_OF_EMI»
3	Due Date for payment of EMI Cycle	10 <sup>TH</sup> of Every Month
4	Procedure for intimation of the changes in Rate of Interest / EMI	In event any change in Rate of interest / EMI, we will communicate the same to you through letter at the last known address as updated in our records or through updation on SMS/registered email/other source of communication.

**Applicant(s) Name:** «NAME\_OF\_BORROWER»

**Guarantor(s) Name:** \_\_\_\_\_

**“Borrower Signature(s):**

**Authorized Signatory**

**MENTOR HOME LOANS INDIA LIMITED**

<b>INSURANCE OF THE PROPERTY AND THE BORROWER(S):</b>		
1	Insurance of the Borrower	Requirement: To Ensure and Protect the Life of Borrower Features: Life Coverage of the Insured
2	Insurance of the Property	Requirement: To Ensure that Property offered as security to be insured against the losses arised due to earthquake, fire flood, explosion, storm, tempest etc. Features: To Indemnify the losses arised due to earthquake, fire, flood, explosion, storm, tempest etc.
<b>FEES AND OTHER CHARGES:</b>		
<b>UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)</b>		
1	Processing Charges	3% + GST (on the sanctioned value) to be collected before disbursement or deducted from first disbursement.
2	Non Postal Stamp/Stamp Duty	As applicable law of the state
3	Non-encumbrance Certificate / Search Report	Rs. 2,500
4	Valuation / Technical Fee	Rs. 2500/- + GST
5	CERSAI: All the time of Disbursement: Creation of Charge	Rs. 100/- + GST (for loans>5 Lacs) and; Rs. 50/- + GST (for loans < 5 lacs) or as per the charges levied by CERSAI
6	Prepayment Charges	A. Part - Prepayment / Foreclosure of <u>Home Loan on Variable / Floating rate of Interest</u> : No. Prepayment Charges. B. Part - Prepayment / Foreclosure of <u>Home Loan on fixed rate of Interest</u> : 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: 3. 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. 4. 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.
7	Cheque/ECS/ACH Bounce Charges (Per instrument/Transaction)	Cheque return charge of INR 1000/- + GST as applicable per instrument is payable in case of a dishonored cheque or ECS or ACH.
8	Late Payment Interest	5% per month compound for no. Of days delayed in PEMI/EMI payment
9	Duplicate No. Dues Certificate	Rs. 500/- + GST
10	Copy of Property Papers	Rs. 1000/-
11	Document Retrieval Charges	Rs. 1500/- plus applicable taxes (GST) and/or other statutory levies
12	Duplicate Annual Account Statement, Provisional Certificate	Rs. 500/- +GST
13	Foreclosure Statement	Rs. 500/-
14	Each Personal Visit to customer's Place for collection of dues	Rs. 500/- per visit plus applicable GST
15	Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- +GST (cancellation charges) & PEMI will be charged.
16	Disbursement Cancellation	3. If request received within 7 days of the disbursement. Only Rs. 1000/- +GST (cancellation Charges). 4. If request received after 7 days of the disbursement Rs. 1000/- + GST (cancellation Charges) & PEMI till the cancellation request.
Cheque / ECS/ACH Swapping Charges (Per Set): -		

Applicant(s) Name: <NAME\_OF\_BORROWER>

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

Authorized Signatory

MENTOR HOME LOANS INDIA LIMITED

NHB Registered  
CIN-U67120RJ1995PLC009580

1	PDC to PDC	Rs. 1000/- + GST
2	PDC to ECS/ACH	NIL
3	ECS/ACH to ECS/ACH	Rs. 1000/- + GST
4	ECS/ACH to PDC	Rs. 1000/- PDC
<b>CHARGES AT THE TIME OF FORECLOSURE</b>		
1	Cash Collection Charges (Only FC) Nil for Cheque Payment	Rs. 5/- Per Thousand for Cash Collection + GST
2	CERSAI: At the time of Loan Closure: - Satisfaction of Charge (removal of lien)	NIL
3	Document Custodian Fees	Rs. 500/- + GST Month (Chargeable after 30 days of closure of the Loan Account)
Note: * The Govt. Of India has implemented the Good & Service Tax (GST) effective from 1 <sup>st</sup> 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%.		



सुविधाएं आपकी साथ हमारा....

Applicant(s) Name: <NAME\_OF\_BORROWER>

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

Authorized Signatory

MENTOR HOME LOANS INDIA LIMITED



NHB Registered  
CIN-U67120RJ1995PLC009580

SECURITY/COLLATERAL FOR THE LOAN	
Mortgage of Below mentioned property in Favour of MENTOR HOME LOANS INDIA LIMITED	
Property Mortgage:«Property_Address»	
Other Security: N/A	
Detail of Guarantor(s): N/A	
CONDITION FOR THE DISBURSMENT OF LOAN:	
The Loan is subject to the below conditions: «Additional_Sanction_Conditions_1», «Additional_Sanction_Conditions_2» «Additional_Sanction_Conditions_3», «Additional_Sanction_Conditions_4»	
Any Special Condition:	
PROCEDURE OF RECOVERY OF OVERDUES ARE AS FOLLOWS:	
Upto TWO PEMI / EMI outstanding	a. You will be informed via sms, phone calls or our representative would be visiting personally
More than two PEMI / EMI outstanding	b. Along with point a, legal notice is sent informing PEMI / EMI overdues.
More than three PEMI / EMI outstanding	c. Total loan recall notice is being sent & legal proceeding is started.
<b>ANNUAL OUTSTANDING BALANCE STATEMENT</b>	<b>Within 30 Days of closure of financial year</b>
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	
1. Contact to the branch manage / branch in charge of the branch nearby you	
2. Call to our Customer care No.: - +91-8946800800	
You can also write to our Customer care <b>E-Mail Id: - customercare@mentorloans.co.in</b>	
You Can also write to us via our website: <b>www.mentorloans.co.in</b>	
You can collect the following documents by visiting our branch, timelines are mentioned for the same:	
Loan Account Statement	Within 7 working days
Photocopy of the title documents	Within 15 working days
Return of Original document on closure of the loan	Within 30 working days
I/WE ACKNOWLEDGE THAT:	
6. I/ We not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my / our application form.	
7. All other terms and condition of the contract will be as per our loan agreement signed by you.	
8. This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.	
9. Company may withdraw this offer, if any information / document provided by you seems doubtful.	
10. Please read our agreement carefully for executing the same, our executive will help you in understanding/ clarifying any clause if you required.	

Applicant(s) Name: «NAME\_OF\_BORROWER»

Guarantor(s) Name: \_\_\_\_\_

“Borrower Signature(s):

Authorized Signatory

MENTOR HOME LOANS INDIA LIMITED

NHB Registered  
CIN-U67120RJ1995PLC009580

**CUSTOMER GRIEVANCE MECHANISM**

At MENTOR HOME LOANS INDIA LIMITED, we believe in providing the best of services to your 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 10:00 A.M. To 6:30 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, fax or call to the Nodal Officer of the company: -

Mr. ....  
(Nodal Officer)

MENTOR HOME LOANS INDIA LIMITED

.....  
.....

E-Mail ID: .....

Office: +91 -

Fax: +91 -

Mob: +91 -

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

The complainant can also approach the Complaint Redressal Cell by lodging its complaint at the link .....

**"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"**

सुविधा आपकी साथ हमारा....

**Applicant(s) Name:** <NAME\_OF\_BORROWER>

**Guarantor(s) Name:** \_\_\_\_\_

**"Borrower Signature(s):"**

**Authorized Signatory**

**MENTOR HOME LOANS INDIA LIMITED**