



**NATIONAL TRUST HOUSING FINANCE LIMITED**

Dear Customer

To facilitate quick and good understanding of the major terms and conditions of housing loan agreed upon between National Trust Housing Finance Limited and the borrower, the following document would be given to you duly filled and signed by the Branch-in-charge at the time of signing the housing loan agreement.

This procedure is also in line with National Housing Bank regulations. Please insist for the document.

**NATIONAL TRUST HOUSING FINANCE LIMITED**

**MOST IMPORTANT TERMS AND CONDITIONS (MITC)**

(For Individual Housing Loan)

Major Terms and Conditions of the housing loan agreed between .....(The Borrower) and the National Trust Housing Finance Limited are as under at the time of signing the agreement.

(Rates/Charges/Interest/Tenure/Taxes are subject to changes)

**1. Loan**

Loan Amount	Purpose of Loan	Rate of interest	Tenure

**2. A) Fee and Other Charges – Refer annexure**

B) If the building is not constructed within 270 days from the date of first disbursement, the interest rate would be 2% higher than the prevailing rate of interest of the loan and this would be charged till the completion of construction.

If the building is not constructed within 360 days from the date of first disbursement, the interest rate would be at the prevailing rate of interest as applicable for Home equity loan. The Rate of interest of Home Equity loans at the time of signing the agreement ..... This rate would be applicable till the completion of construction.

**3. Security for the Loan**

Schedule of the property:

Guarantor Name	Address

**4. Insurance of the property / Borrowers**

a) Life Insurance and Property Insurance have to be taken by the customer at their cost.

\* Conditions Apply.

**5. Condition for Disbursement of Loan**

Please refer Sanction conditions

**6. Repayment of the Loan & Interest**

Principal Loan Amount	EMI Amount	EMI Payment Date	Number of EMI's

A) Procedure for advance intimation of changes in the Rate of Interest/EMI

Intimation letter will be sent through post

**7. Brief Procedure to be followed for recovery of over dues**

As per latest Fair Practice Code, SARFAESI & Relevant Acts

**8. Customer services**

Visiting Hours	10.00 am to 5.00 pm on all working Days
Contact person	Branch Manager

A) Procedure to obtain the following documents:

Nature of Document	Procedure	Time line
Loan Account statement	Requisition letter from the	Within 3 working days

	Applicant	
Photo copy of title documents	Requisition letter from the Applicant	Within 10 working days
Return of original Documents on closure / Transfer of loan	Subject to closure letter and Requisition	Within 15 Working days

**9. Grievance Redressal**

Complaints to be addressed to the following

**Mr. Ravi Kannan**

(Chief Financial Officer)

Phone : +91-44-39940700/01/02 Email :kannanravi.nhbcs@natrusthome.com

In case the complainant does not receive response from the company within reasonable time or is dissatisfied with the response received, the complainant may approach the National Housing Bank at the following 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.  
Email: [crcell@nhb.org.in](mailto:crcell@nhb.org.in)

It is hereby agreed that for detail terms and conditions of the loan, the parties hereto shall refer to and rely upon the loan agreement and other security documents executed / to be executed by them.

The above terms and conditions have been read by the borrower/s read over to the borrower by Shri/ Smt..... of the company and have been understood by the borrower/s.

Signature or Thumb Impression of  
the Borrower/s

Signature of the Authorised person of  
National Trust Housing Finance Limited