

MOST IMPORTANT TERMS AND CONDITIONS

This is in reference to the Customer Application dated [] submitted by _____ (“Borrower”) to ICICI Home Finance Co. Ltd. (ICICI HFC) for availing the Facility under the Scheme. Capitalized terms used herein shall have the same meaning as in the Primary Terms and Conditions as amended from time to time available on www.icicifhc.com at all times.

Following are the Most Important Terms and Conditions (“MITC”) with respect to the Facility availed by the Borrower under the Scheme.

Charges

1. Non-refundable processing fee/ administrative fee: ₹ _____ (Rupees _____ only) / _____% on approval limit plus applicable taxes &/or other statutory levies, if any	The processing/administrative fee is a one-time non-refundable fee, and is collected by ICICI HFC for the purpose of appraising the Customer Application for the Facility under the Scheme and the same is independent of the outcome /result of such appraisal.
2. EMI bounce charges	₹400 /- per bounce*
3. Repayment mode swap charges	₹500 /- per transaction*
4. Penalty for delayed payment	Charges for late payment / Additional interest: Applicable rate + 24% per annum plus applicable taxes if any
5. Amortization schedule charges	₹200/- per schedule*
6. Statement of Account Charges	₹200/- per schedule*
7. Prepayment or foreclosure statement charges	₹100/- per schedule*
8. Default Interest	[%] monthly, and []% annually on the Outstanding amount
9. Duplicate No Objection Certificate / No Due Certificate	₹100/- per schedule per NOC & ₹100 /-per schedule per NDC*
10. Facility cancellation charges	₹3000/-*
11. Legal & incidental charges	Incidental Charges are those expense that are not budgeted or specified but are incurred by ICICI HFC on behalf of the Borrower. At Actuals.

*or such other amount as may be specified by ICICI HFC from time to time plus applicable taxes and other statutory levies

OTHER CONDITIONS

1. The charges mentioned above under the title ‘Other Charges’, comprise of “All – in – cost” for purpose of processing the Customer Application. All applicable taxes as per prevailing rate will be charged over and above these charges.
2. We may share credit performance details of your Facility account and any/or any other detail or information shares by you, with CIBIL or any other existing or future credit bureaus/ credit reference agencies and/or with RBI and/or with NHB and/or with any other regulatory authorities.
3. The disbursement of the Facility is subject to receipt of any or all documents as required by ICICI HFC from time to time and to the conditions agreed upon and detailed in the Primary Terms & Conditions shared with and agreed by you.
4. Any change in the rate of interest/ EMI will be intimated through a letter communication to the latest communication address available in the records of ICICI HFC. And statement of account will be provided to the Borrowers, whenever requested through 24 Hour customer care number or emailed at customer.care@icicifhc.com
5. Default interest will be charged if the Outstanding is not paid on or within the Payment Due Date. Such default interest will be charged from the Payment Due Date till such time as the outstanding amounts are paid in full. The default rate of interest shall be subject to revision from time to time, depending on factors such as, credit history, purchase patterns, payment behavior and month-on book.
6. For recovery of overdues – please refer to the terms and Conditions that governs the Facility

CUSTOMER SERVICE & GRIEVANCE REDRESSAL

The various channels available to the Borrower for redressal of issues are as follows:

1. Customer Care: Borrowers may contact our customer care officers over the phone for redressal of issues.
2. Branch: Borrowers may walk into any branch and speak with branch officials about their issues.
3. E-mails & Letters: Borrowers may send an e-mail/letter to mail ids/addresses displayed on www.icicifhc.com.
4. Nodal Officer: If the Borrower’s issue is not resolved even after contacting various complaint resolution channels, he / she can write to the nodal officer at: The Nodal Officer, ICICI Home Finance Co. Ltd., RPG Tower, J.B Nagar, Andheri – Kurla Road, Andheri (E), Mumbai – 400059
5. Escalation: If the Borrower is not satisfied with the resolution received, he/she may write to the MD and CEO at the same address mentioned under point (4).
6. If after having followed the above steps the issue still remains unresolved, Borrower may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal: National Housing Bank, Department of Supervision & Regulation, (Complaint Redressal Cell)

4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi- 110003

The Borrower may also register their complaints on NHB website: <http://grids.nhbonline.org.in/>