

## **TERMS AND CONDITIONS ATTACHED TO SANCTION LETTER**

1. This letter should not be construed as giving rise to any binding obligation on the part of ICICI Home Finance Company Limited to provide the financial assistance/s / facilities mentioned overleaf (the "Facilities"), unless you have executed transaction documents, in a form and manner as may be required by ICICI Home Finance Company Limited ("IHFC") in connection with the Facilities.
2. The Facility Agreement/Credit Facility Application Form and other transaction documents may / will contain terms and in addition to or in modification of those set out in this letter.
3. Notwithstanding anything stated elsewhere in this letter or otherwise, the Facilities mentioned overleaf will be available solely at IHFC's discretion and subject to compliance of all formalities and documentation as may be specified / required by IHFC. The continuance of the Facilities is subject to cancellation and / or repayment to IHFC on demand without assigning any reason for the same.
4. IHFC shall be entitled to revoke the sanction of the Facilities, inter alia, in any of the following circumstances :
  - a) there is any material change in the purpose(s) for which the Facilities has been sanctioned ("the Purpose(s)");
  - b) in the sole judgement of IHFC, any material fact has been concealed and / or become subsequently known;
  - c) any statement made by or on your behalf in your application or otherwise, is incorrect, incomplete or misleading;
  - d) the accepted copy of this letter duly signed by you is not received by IHFC within the specified validity period ;
  - e) there is a default under or a breach of the terms and conditions of this letter or any other loan / facility offered by IHFC to you / any of you;
  - f) the legal /technical / valuation report on the property is not satisfactory to IHFC;
5. This sanction shall be available to the borrower/s for a validity period of 90 days for HL, 60 days for LAP against residential/ commercial property & NRP, 30 days for LAP against other properties provided the borrower/s deposits with IHFC the administrative charges & other charges / fees mentioned overleaf at the time of delivering the accepted copy of this letter to IHFC.
6. Repayment of facilities could be through Installment / EMI's comprising of principal and Interest / by way of Minimum Amount Due.
7. IHFC is entitled to add to, delete or modify all or any of the terms and conditions for the facility and/or the Standard Terms applicable to the Facilities.
8. The borrower/s shall immediately intimate IHFC in the event of any change in the repayment capacity of the borrower/s. Without limitation, this shall include a loss / change in job / profession etc. as also any change in any information stated in your application for the Facilities.
9. The rate of interest applicable to the Facilities shall be as prevailing on the date/s of disbursement(s) / drawal(s) and as more particularly detailed in the Facility Agreement/Credit Facility Application Form.
10. No disbursements / drawals under the Facilities shall be permitted until and unless the borrower/s has made its contribution towards the Purpose(s) as mentioned overleaf, executed the required agreements, documents and writings and performed such other acts and deeds and created such security as may be required by IHFC.
11. IHFC has sanctioned the Facilities on the basis of the calculation and the estimation of the costs to be incurred for fulfilling the Purpose(s). If the cost of fulfilling the Purpose(s) increases above or falls below the calculated amounts, IHFC reserves the right to cancel the Facilities or reduce the amount sanctioned at the sole and exclusive discretion of IHFC and the decision of IHFC in that behalf shall be binding on the borrower/s.
12. For all products, IHFC may, in its sole discretion and on such terms for payment of prepayment charges etc. as it may prescribe (*subject to applicable laws/regulations from time to time*) and *compliance with any other conditions as it may specify from time to time*, permit prepayment/acceleration in payment of EMIs/ installment at the request of the borrower/s. In the event IHFC permits any prepayment/ acceleration, the repayment schedule for such facility shall be amended/ altered by IHFC for giving effect to such prepayment/ acceleration repayment schedules shall be binding on the borrower/s. In case if any amount is prepaid by the borrower/s, the same shall be adjusted first towards the incidental charges, penal charges, PEMII, EMI outstanding, EMI of the current month and balance towards the principal amount of such facility. IHFC, at its sole discretion, may permit swap of the post-dated cheques for re-scheduling of EMI only if such minimum amount, as may be decided by IHFC from time to time is prepaid.
13. The original property/title documents will be released to you within 30 days from the date of full repayment/settlement of the Facility at the nearest loan servicing branch of ICICI Bank Limited/ICICI HFC as per the borrower's communication address or customer can also opt for any other preferred location by visiting branch of ICICI HFC. The release of original property documents shall be subject to no dues being payable in respect of this Facility or any other credit facility availed by the borrower, for which the said property was charged to ICICI HFC and/or ICICI Group.
14. The Applicant(s) hereby agrees and covenants that the Facility shall be utilized for the Purpose as mentioned under the Facility Agreement along with Schedules thereto, End Use letter, executed or entered into or to be executed or entered into by the Applicant(s), as the case maybe and each such Transaction Document as maybe amended from time to time.

### **Additional Terms and Conditions applicable only for Non Resident (NRI) / Person of Indian Origin (PIO)/ Overseas Citizen of India (OCI):**

15. Repayment of the Facilities and all charges leviable under the Facility Agreement/ Credit Facility Application Form shall be made by the borrower/s by remittances from abroad through normal banking channels or out of his / her NRE/FCNR/NRO account in India or through rental income derived from renting out the property in India and/or in such other manner as may be decided solely by IHFC subject to the applicable laws, rules and regulations including FEMA.
16. The property purchased out of the proceeds of the Facilities will be used by the non -resident for his / her own occupation on his /her return to India and not for any other purpose.
17. In the event of the property is given on lease / leave and licence / tenancy basis (if so agreed upon by IHFC) by the borrower/s during his / her stay abroad, the borrower undertakes to utilize the entire rentals for repayment of the facility, even if the entire rentals are more than the prescribed EMI. In such an event where the rentals are appropriated towards repayment of the facility, IHFC may in its sole discretion permit swap of the post-dated cheques for re-schedulement of the EMI.
18. Payment of Margin Money must be made by debit to NRO account of the borrower/s as well as through direct remittance from abroad through normal banking channels or out in India and /or in such other manner as may be decided solely by IHFC subject to the applicable laws, rules and regulations including FEMA and regulations made thereunder.

### **Additional Terms and Conditions applicable for Adjustable Interest Rate**

19. (i) ICICI Home Prime Lending Rate (IHPLR) shall mean the percentage rate per annum from time to time and notified/ announced by IHFC in such form and manner as deemed appropriate by IHFC from time to time as IHPLR. (ii) Adjustable Interest Rate (AIR) means the IHPLR and the margin, if any as specified by IHFC shall be applied by IHFC on the first of the month following the month of the year (as per the English Calendar) in which IHPLR changed. AIR would change based on changes in the IHPLR. (iii) Any change in IHPLR may result in a change in your EMI or tenor or both. This change in rate of interest shall be communicated to the Borrower, post reset along with options to (including but not limited to) increase in tenor or EMI or both or to switch over to fixed rate as per IHFC/Lender's approved policy.
20. For illustration purpose, please find below table depicting possible impact of change in benchmark Interest rate on EMI/Tenure on Loan account:

Particulars	Existing	Change in Tenure (keeping EMI constant)	Change in EMI (keeping Tenure constant)	Change in EMI & Tenure (both)
Rate of Interest	9.00%	9.25%	9.25%	9.25%
Loan Amount (Rs.)	5,000,000	5,000,000	5,000,000	5,000,000
Tenure (in months)	300	327	300	324
EMI Amount (Rs.)	41,960	41,960	42,820	42,034

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**PLEASE SEE CONTINUATION SHEET FOR OTHER DETAILS**

HF-38-VER-10 29052024/NSP

### Other Charges applicable during the loan life cycle

1.	Rate of Interest	Gradation of interest rate will be based on factors such as credit bureau, type of income, type of collateral, customer profile, type of product etc. For more details, please visit our website <a href="http://www.icicihfc.com">www.icicihfc.com</a>	
2.	Part Prepayment Fees	NIL	
3.	full prepayment/foreclosure charges	Product	Prepayment charges
		Floating rate loan where purpose of loan is not for business and one of the borrower is an individual	Charges applicable NIL
		Floating rate loan where purpose of loan is for business (non-Home Loan) and borrowers are individuals and/or non-individual/s	4% of the outstanding loan amount + applicable taxes
		Fixed rate housing loan or limited period fixed rate housing loan*	2% + applicable taxes
		Fixed rate non housing loans	4% + applicable taxes
4.	Cheque/ECS/NACH/Payment Instrument dishonour Charges, per transaction	₹ 500/- (Rupees Five Hundred Only) or such other amount as may be specified by IHFC from time to time plus applicable taxes and other statutory levies.	
5.	Copy of original documents	₹ 1000/- (Rupees One Thousand only) plus applicable taxes and other statutory levies if any.	
6.	Repayment mode swap charges (PDC to PDC)	₹ 1000/- (Rupees One Thousand only) plus applicable taxes and other statutory levies if any.	
7.	Charges on account of non-submission of any Payment Instrument(PDC/NACH Mandate form, electronic security mandates etc.) for payment of Instalment, per transaction	₹ 2000/- (Rupees Two Thousand only) plus applicable taxes and other statutory levies if any.	
8.	List of Documents	₹ 500/- (Rupees Five Hundred only) plus applicable taxes and other statutory levies if any.	
9.	Charges for swap of property	₹ 10000/- (Rupees Ten Thousand only) plus applicable taxes and other statutory levies if any.	
10.	Documents Retrieval Charges	₹ 500/- (Rupees Five Hundred Only) plus applicable taxes and other statutory levies if any.	
11.	Cheque / Repayment Mode swap charges other than PDC to PDC	₹ 500/- (Rupees Five Hundred Only) - plus applicable taxes and other statutory levies if any.	
12.	<b>Penal Charges</b> in the event of default/delay in payment/repayment of any part of the loan amount on due date	1.50% per month(p.m.), on the over due/defaulted amount over and above the applicable Interest Rate (plus applicable taxes or other statutory levies, if any)	
13.	<b>Penal Charges</b> in the event of breach of other material terms( other than payment default)	ICICI HFC reserves the right to levy and recover the applicable <b>Penal Charges</b> at its sole discretion, at the rate specified hereinabove in point 12 on the outstanding amount plus applicable taxes and other statutory levies, if any.	
14.	Charges for Amortisation Schedule	₹ 100/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.	
15.	Charges for Statement of account	₹ 100/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.	
16.	Charges for prepayment statement	₹ 500/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.	
17.	Charges for duplicate NOC / No due certificate	₹ 500/- (Rupees One Hundred only) plus applicable taxes and other statutory levies if any.	
18.	Stamp Duty and other statutory charges	As per Applicable Law	
19.	Conversion Charges	0.50% for housing loan, 1.00% for the non-housing loan plus applicable taxes and other statutory levies if any, on principal outstanding.	

\* \*For fixed, pre-payment charges are applicable if not prepaid from customer's own sources.

# The expression "own sources" for this purpose means any source of funds other than borrowing from a bank or Financial Institution.

Disclaimer:

- The rates, fees, charges etc. as stated herein above are subject to changes/ revision from time to time.
- Pre-Payment/ Foreclosure charges shall be applicable as per contracted rate or rates as per regulatory norms prescribed, if any.

#### ICICI Home Finance Company Limited

Registered Office:  
ICICI Bank Towers,  
Bandra-Kurla Complex  
Mumbai 400 051, India.

Corporate Office:  
ICICI HFC Tower,  
Andheri Kurla Road, J.B. Nagar,  
Andheri (E), Mumbai-400 059.

Toll free number for customers : 1800 267 4455  
Website : [www.icicihfc.com](http://www.icicihfc.com)  
CIN:- U65922MH1999PLC120106

## Customer Service & Grievance Redressal:

### Level 1

- Call Center, Email & Walk in at branches of the Company and the branches of ICICI Bank. The Company will acknowledge the customer issue and interim response will be sent to customer as an acknowledgment through Service Request (SR) number (complaints received through Call centre/walkin) or interim mail response (complaints received through email).
- All complaints are accompanied by a SR number for timely closure and tracking.
- Response will be provided as per the defined timeline.
- If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 2 (Grievance Redressal Officer(GRO))  
Call Center Number:1800 267 4455  
Email: [customer.care@icicihfc.com](mailto:customer.care@icicihfc.com)  
Branches: Visit [www.icicihfc.com](http://www.icicihfc.com) to locate nearest branch of the Company.  
Response will be provided as per the defined timeline.

### Level 2

#### Grievance Redressal Officer

- Grievance Redressal officer will acknowledge the issue and respond appropriately over email.
- Response will be provided as per the defined timeline.
- If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 3 (Head Customer Service).  
GRO( Grievance Redressal Officer): 022- 66493844  
Email: [nodal.office@icicihfc.com](mailto:nodal.office@icicihfc.com)  
Physical Letter: <https://www.icicihfc.com/contact-us>

### Level 3

#### Head Customer Service

- Interactions received at the desk of Head Customer Service will be acknowledged and the issue would be captured appropriately.
- Response will be provided as per the defined timeline.
- If the customer is not satisfied with the response offered, then customer may choose to refer the matter to Level 4(NHB).  
Email: [servicehead@icicihfc.com](mailto:servicehead@icicihfc.com)  
Physical Letter: <https://www.icicihfc.com/contact-us>

If the issue remains unresolved after approaching Level 1/Level 2/ Level 3 or if the Company has not provided any status or resolution within 30 days, the customer may choose to refer the matter to regulators.

### Level 4

#### National Housing Bank

- Interactions received from NHB will be acknowledged and the issue would be captured appropriately.
- Response will be provided as per the timeline defined by NHB.  
Online Portal: <https://grids.nhbonline.org.in>  
Physical Letter: Customers can write on the address mentioned below:  
National Housing Bank,  
Department of Supervision  
(Complaint Redressal Cell)  
4th Floor, Core – 5A, India Habitat Centre,  
Lodhi Road, New Delhi- 110003

#### National Consumer Helpline (NCH)

- Interactions received from NCH will be acknowledged and the issue would be captured appropriately.
- Response will be updated on the portal the timeline defined by NCH.  
Online Portal: <https://consumerhelpline.gov.in>.