

## Aptus Finance India Private Limited

The loan agreed to between the customers and Aptus, inter alia, would be governed by the following Most Important Terms and conditions. The customers would be given the copy of these most important terms and conditions, both in English and Vernacular. These terms are also to be explained to the customers orally by Aptus, at the time of entering into an agreement.

### Most Important Terms and Conditions

**Customer Name** :

**Branch** :

#### 1) Loan:

**Sanctioned Loan Amount** :

**Proposal No.** :

**Purpose of the Loan** :

**Rate of Interest** :

**Interest Type** :

**Tenure** :

**Moratorium or subsidy** : N/A

**Modes of communication:** : Letter by post

**Of changes in interest rate** }

**Installment Types** : Equated monthly Installments (EMI)

#### 2) Security:

The loan would be secured by Mortgage of the property for which the loan is availed. Aptus at times may also seek additional collateral of any other property.

Customers would be required to provide a guarantor to the loan.

#### 3) Insurance of the Borrowers:

Customers have the option to take a Life Insurance for the term. Customers would be required to take property insurance covering the building from natural calamities. Aptus has tied with a Life Insurance Company and offers the Term cover with premium calculated on the outstanding loan amount. The premium amount would be payable separately by way of cheque.

##### a) **Term Cover**

Loan amount.....

Tenure.....

Premium Amount.....

**b) Property**

Building Value.....

Tenure.....

Premium Amount.....

**4) Condition for disbursement loan :**

Loan sanctioned would be disbursed subject to technical and legal scrutiny of the property documents. The proposed property for which the loan is required would be evaluated for its value and marketability and approvals etc by in house technical team.

Similarly the property documents would be scrutinized for its legal validity and clear and marketable title.

Further wherever applicable Aptus loan will be disbursed in stages, based on the completion of construction.

**5) Repayment of the Loan and Interest:**

The Loan availed would be repaid in equal monthly installments (EMI) over the agreed tenor. If the customer has availed fixed interest with reset, the interest charged would remain fixed subject to review once in two years and reset based on need.

The monthly repayments are payable on a fixed due date every month. Aptus would make best efforts to remind the customers regarding the monthly installments falling due. However, the customers are advised to keep note of the due date and honor the repayments.

**6) Part Payments and Pre closures:**

The customers during the tenor of the loan can opt to make part payments or pre close the loan as per below mention terms & Conditions.

Part Payment Charges	4% on part payment/advance payment + GST
Pre Closure Charge	Floating Interest Rate – Nil charges Fixed Interest Rate – 4% of the Principal outstanding + GST

**7) Recovery of Over Dues:**

When there is a delay in repayments, the customers would be contacted for repayments of overdue and Aptus follows the general collection principles when interacting with overdue customers:

- Customers are encouraged to visit Aptus branches and make the repayment in Cash when the regular EMI is missed /bounced.

- Aptus collections are handled by its own staff. No agency is appointed to do the collections. For all collections by cash, immediate cash receipts would be issued
- Identity and authority to represent APTUS will be made known to the customer at the first instance.
- Customer's privacy will be respected.
- Interaction with the customer will be in a civil manner.
- APTUS's representatives will contact customers between 08:00 hrs and 19:00 hrs, unless the special circumstances of the customer's business or occupation require otherwise.
- All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- Aptus would be sensitive to occasions such as bereavement in the family or such other calamitous occasions when making visits to collect dues.

#### 8) **Customer Service:**

The customers can directly visit Head Office or any of the Aptus branches for their queries and requirement. The address and details of the contact person is also available in the website [www.aptusfinance.com](http://www.aptusfinance.com).

Customers can also contact through mail addressed to [customercare@aptusfinance.com](mailto:customercare@aptusfinance.com)

#### ❖ **Visiting Hours at Branches/HO:**

Monday to Friday: 9:30 am to 5:30 pm.

Saturday: 9:30 am to 1.30pm

**Aptus strives to follow the below timelines for the general requirements of the customers:**

**Loan Account Statement:** Request to be placed at the branch or mail to HO at the mail ID given would be provided within 2 working days.

**Photo Copy of the title documents:** Would be handed over only to the customer in person. Request to be given in writing to the branch. Copies would be forwarded to the branch within 15 working days.

**Return of Original documents on closure /Transfer of the loan:** Within 30 working days from the clearance of the instrument for loan closure.

## 9) **Grievance Redressal:**

Customers have the following ways to register their complaints when they find inadequacy in the Aptus services

**Complaint Register:** Every Aptus branch has been provided with a complaints register. The customers can lodge their complaints in the register; the Branch Manager would be the person responsible to handle the customer grievances. If the query remains unsolved, the customers can escalate it to the Head Office through

- a) **Mail :** Customers can mail their grievances directly through the mail ID [customercare@aptusfinance.com](mailto:customercare@aptusfinance.com)
- b) **Post:** By sending their complaints to “Manager, Customer Service, Aptus Finance India Pvt Ltd, 8B, Doshi Towers, 205, P H Road, Chennai -10.
- c) **Phone:** Customers can directly call Aptus at 044- 45650030 and register their complaint.

If the query remains unsolved for 7 days or if the customer is not satisfied with the resolution provided by the Manager, Customer Service, the customers can contact the Grievance Redressal Officer (GRO) of the Company whose details are given below.

Name of the GRO: Vivek Mehta, Manager & CFO

Telephone: 044 45650037

E-mail: [vivek.a@aptusindia.com](mailto:vivek.a@aptusindia.com)

If the query remains unsolved for 7 days or if the customer is not satisfied with the resolution provided by the GRO, the customer may approach the Office of the NBFC Ombudsman, Chennai at the following address.

Office of the NBFC Ombudsman,

C/o Reserve Bank of India,

Fort Glacis,

Rajaji Salai,

Chennai,

Tamil Nadu – 600001.

Phone no – 044 25395964

Fax no – 044 25395488

e-mail: [cms.nbfcochennai@rbi.org.in](mailto:cms.nbfcochennai@rbi.org.in)

The customers can also visit the Complaint Management System of the Reserve Bank of India at <https://cms.rbi.org.in/> and file a complaint if their complaints remain unresolved for more than 30 days from the date of lodging the complaint with Aptus Finance.