MORTGAGE

MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Loan Reference Number

(Lead ID) _____

The Most Important Terms and conditions for the loan availed by, (the Borrower") from Piramal Finance Ltd. *(Formerly **Piramal Capital & Housing Finance Ltd.)*** having its registered office at unit No-601, 6 Floor, Piramal Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai - 400 070, ("Lender") are mentioned below and are to be read and understood in conjunction with the terms contained in the Sanction letter, Loan Agreement and other transaction documents which shall be executed by the Borrower in favour of the Lender (Transaction Documents). Capitalized terms and other words and expressions used in this MITC but not expressly defined herein shall bear the meanings assigned to them in the Loan Agreement to the extent not inconsistent with the context thereof.

1. Loan Details

Total Loan Sanctioned	**Rs.**		
Interest Rate Type	☐ **Fixed**		☐ **Floating**
Details of Interest			
Type of Loan	**FRR**	**Margin/Spread**	**Effective ROI on the date of this**
Home Loan			**Agreement (per annum)**
LAP			
Insurance Loan			
Mortgage Guarantee Fee			
Top up Loan			
***Penal Charges**			

	24% per annum i.e.2% p.m. on default of PEMII / EMI from the date of default till the date of actual payment. 2% p.m. on Outstanding Amount for the non-compliance of any terms and conditions as detailed below by the Borrower, for the period beginning the date of such non-compliance until the same is cured to the satisfaction of the Lender. **Penal Charges to be levied for the non-compliance of the following terms and conditions: Default in or non-payment of Outstanding Amount or EMI due in full or any other dues under the Agreement, on or before the due date as provided in the Agreement. • Non-creation of Security within time specified or within the extended time period, in terms of the Agreement or Transaction Documents. • Non-deposit of title deeds of the Property or any other document as stipulated by the Lender with the Lender within stipulated time as mentioned in the Transaction Documents.

	• Any information given by the Borrower in the Loan Application, or financials provided to the Lender, and/ or any other document/ certificate / receipt / statement, to Lender for financial assistance is found to be misleading or incorrect. • If the Borrower misuses the Loan Amount or any part thereof for any purpose other than the Purpose for which the Loan has been sanctioned or if the Purpose for which the Loan has been obtained becomes illegal. • Dishonour of any payment instructions provided under the Agreement/ any instructions given by the Borrower for stopping payment of any mode under the Agreement or instructions to the Lender not to present any NACH mandate or cancellation of NACH mandate. • Non submission of updated KYC documents, employment details within 30 days of change including but not limited to change in address, change in employment and /or other information submitted at the time of Loan Application. • Any short payment of any demand raised by the Lender under the terms of the Transaction Documents. • If there is any deviation from the Sanctioned Plan in the construction of the Property, construction is not completed within the prescribed period or withdrawal of any approvals obtained with respect to construction of the Property. • In case of change of usage of the Security or in the event the Security or part of it is lost, disposed off, gifted or depreciates in value and the Borrower fails to provide additional security to maintain the Security Cover, or there is any attachment or distrait is levied on the Security or any part thereof as prescribed by the Lender or if the Security Interest provided becomes unenforceable in nature. If the Security or any part of the Security is let-out, given on leave & license, sold, disposed off, charged, encumbered or otherwise alienated in any manner whatsoever, without the prior written consent of the Lender.
Date of reset of interest	Varied interest rate shall become accrued and payable from a prospective date as intimated by the Lender

Details of Loan Repayment

Repayment of EMI Frequency	Fortnightly		Monthly
	Loan	Loan term	(In EMI/ Installment (Rs.)
Home Loan	Amount	Months	
LAP			

Insurance Loan			
Mortgage Guarantee Fee			
Top-up Loan			
Total Loan Amount			
Moratorium or Subsidy			

The Borrower understands and agrees that revision in RPLR may lead to changes in EMI and/or Loan Term or both. The Borrower may, has choice to opt for (i) enhancement in EMI or (ii) elongation of Loan Term or a combination of both options

Purpose & End use of loan

Purpose & End use of loan	**Purpose:** **End use:**

Borrower hereby declare, represent, warrant, Confirm & Undertake that:

1. The Loan shall be utilized only for the purpose as mentioned herein and the purpose of use of Loan shall not be changed in any manner during the term of the Loan or that such change in the end use shall take place only with the prior written permission of the Lender. The Loan shall not be used for any illegal, anti- social, money lending, any speculative activities, speculative investment in real estate, onward lending or for investment in securities, debentures or stock markets.

Sr.no	A. Schedule Of Fees & Other Charges	
1	Loan Processing Fees	Upto 5% of loan amount + applicable taxes
2	Part Payment/Pre-closure charges (For the cases sanctioned on or before 31st December 2025)	• Fixed rate HL: 2% of principal of loan being prepaid + applicable taxes • NHL for business purpose (individual): 4% of principal of loan being prepaid + applicable taxes • NHL by non-individual: 4% of principal of loan being prepaid + applicable taxes

2. Any breach of the above undertaking shall tantamount to be the breach of the terms and conditions of the Loan Agreement and the Lender shall be at liberty to take such action against me/us including withholding of the balance Loan/recalling the Loan as the Lender may deem fit.

Security/ Collateral for the loan

Security/ Collateral for the loan	Security of the Loan would generally be security interest on the property being financed and/or any other collateral/ interim security as may be required by the Lender
(a) Property description	

3	Part Payment/Pre-closure charges (For the cases sanctioned on or after 01st January 2026)	• Loans availed by Individual Borrower and / or Micro & Small Enterprises (MSEs) at Floating Rate of Interest: **No prepayment or part-payment charges. (Housing Loans & Non-Housing Loans)** • Loans availed by Non-Individuals (Other than MSEs) at Floating Rate of Interest: **4% of the principal amount being prepaid, plus applicable taxes. (Housing Loans & Non-Housing Loans)** • Loans availed by Individuals at Fixed Rate of Interest: **2% of the principal amount being prepaid, plus applicable taxes. (Housing Loans)** • Loans availed by Individuals at Fixed Rate of Interest: **4% of the principal amount being prepaid, plus applicable taxes. (Non-Housing Loans)** • Loans availed by Non-Individuals at Fixed Rate of Interest: **4% of the principal amount being prepaid, plus applicable taxes. (Housing Loans & Non-Housing Loans)**
4	CERSAI charges	At Actuals + applicable taxes
5	Loan Pre-closure Statement	Rs. 1000/- + applicable taxes
6	List of documents deposited with the Lender	Rs. 1000/- + applicable taxes
7	Loan Repayment Schedule (applicable for physical copies only)	Rs. 500/- + applicable taxes
8	Change of Loan repayment mode	Rs. 1000/- + applicable taxes
9	Loan cancellation after cheque handover	Rs. 5000/- + Interest accrued & due + applicable taxes
10	Duplicate No Due Certificate/NOC issuance charges	Rs. 500/- + applicable taxes

(b) Guarantee: Names of Guarantor/s (if any)	
(c) Additional Security) (if any)	

5. Borrower signature

Modes of communication of changes in interest rate: The Lender subject to prior written notice to the Borrower may any change in interest rates. The revised RPLR applicable shall be as updated on the Lender's website www.piramalfinance.com or display in its offices/by sending e-mail/ letter at correspondence address and/or general from time to time. Such varied Interest Rate shall become accrued and payable from a prospective date intimated by the Lender/ updated on the website of the Lender and shall be binding on the Borrower.

2. Schedule of Fees & Other Charges

Fees & Other Charges as applicable on application/ during the term of Loan are as under. These are subject to modifications from time to time as decided by the Lender as per its internal policy and any such modification shall be notified by the Lender through its website or its branches or such other medium as Lender may consider appropriate Announcements from time to time

11	Statement of Account (applicable for physical copies only)	Rs. 500/- + applicable taxes
12	Photocopy of documents	Rs. 750/- + applicable taxes
13	Rate of Interest conversion charges (fixed to fixed or floating to floating or fixed to floating or floating to fixed, as applicable from time to time)	Upto 1% of the principal outstanding + applicable taxes
14	Retrieval of original property documents	Rs. 1000/- + applicable taxes
15	Admin Charges	Up to Rs. 5000/-+ applicable taxes
16	Stamp duty/Franking charges	At actuals + applicable taxes
17	Stamp Duty Service Charges	Upto Rs. 100/-
18	Statutory Charges	At actuals + applicable taxes
19	EMI Date Change	Rs. 1000 + applicable taxes
20	Documentation Charges	Upto Rs. 1000/- + applicable taxes
21	Custodial charges per collected within 30 days) month	Rs. 500/- + applicable taxes

Sr.No	**B. Collection and Legal Charges**	
1	Loan repayment instrument dishonour charges	Rs. 750/- per instance
2	Legal charges	At Actuals + Applicable charges
3	Repossession Charges	Minimum Rs. 25000/- or at actuals 4 applicable taxes, whichever is higher
4	Cash/ Overdue EMI/ PEMII collection Charges	Rs. 500/- + applicable taxes per instance
5	EMI / PEMI Collection Charges only for NPDC cases	Rs. 500/- + applicable taxes per instance (excluding first 3 months from the date of disbursement)
6	Maintenance Charges for repossessed property	At Actuals + applicable taxes

Note:

1. Applicable taxes on the fees and/ or changes above will be paid by the Borrower.
2. Any other government levy, charges, taxes, etc. on the loan/ loan application, as and when applicable will be paid by the Borrower.
3. Fee refundable if Loan not sanctioned/ disbursed:
4. Processing Fee, if any, paid by the Borrower/s is Non-refundable subject to retention by the Lender of the minimum retention amount as Indicated in the table above.
5. The Borrower must endeavour to keep himself abreast with the fees and charges updated on the website from time to time. “Mortgage Guarantee Fees” is the Premium amount charged towards Mortgage Guarantee.

3. Part-Payment Terms

The borrower may make part-payments towards the outstanding principal only once in a calendar month**.** Each such part-payment amount should exceed one (1) Equated Monthly Instalment (EMI) else any amount less than or equal to one (1) EMI shall be treated as an advance EMI and shall not be considered as a part-payment towards reduction of the principal**."**

4. Insurance

Insurance of the Property: The Borrower shall ensure that the Property is, during the pendency of the Loan, always duly and properly insured against all risks such as earthquake, fire, flood, explosion, storm, tempest, cyclone, civil commotion, etc. the Lender be made the sole beneficiary under the policy/policies. Insurance of Borrower: The Borrower may avail health and/or life insurance cover for himself & the Lender as the sole beneficiary under the policy/ policies.

5. Conditions for disbursement of the Loan:

The Borrower shall:

1. Submit all the relevant document as mentioned in the Sanction Letter/Transaction Documents.
2. Intimate the Lender of any change in his employment/contact details.
3. Request for disbursement Of the Loan in writing (as per the manner prescribed by the Lender). Such request shall be deemed to have been duly made when made by hand, mail or through website of the Lender www.piramalfinance.com or such Other form/manner as may be announced by the Lender from time to time.
4. Comply with all preconditions for disbursements of the Loan as mentioned in the Transaction Documents.
5. Ensure that he/she has absolute, clear and marketable title to the property (Security) and the said property is absolutely unencumbered and free from any liability whatsoever.
6. Ensure that no extra-ordinary or other circumstances have occurred which shall make it improbable for the Borrower to fulfil his Obligations under the Loan Agreement for the present Loan.
7. Ensure that no event of default has happened in terms of the Loan Agreement executed/ to be executed by the Borrower.

The following conditions shall be applicable for Home Loans:

1. Pay the own contribution amount (total cost of flat less the loan amount), as specified in the Sanction Letter.
2. Ensure that all user, conversion /development charges and taxes as required by the regulatory/development authority are paid by the borrower from time to time and submit the evidence of the same in the form of receipts to the lender.
3. Regularly provide the Lender information, including details regarding progress/delay in construction, any major damage to the property, non-payment of taxes and Statutory levies and charges, as may be applicable from time to time pertaining to property, etc.
4. Ensure (by submission of architecture's certificate and affidavit) that construction being undertaken is as per the approved/sanctioned plan and has satisfied himself/ herself that all required approvals for the project have been obtained by the developer (by the seller in case of resale purchase of property).
5. Ensure submission of completion certificate to be issued by the concerned regulatory/development authority. The architecture certificate that construction has been completed as per the sanctioned plan.
6. Satisfy the Lender on the utilization of the proceeds of any prior disbursements of the Loan amount and provide adequate proof of the same.

6. Brief indicative procedure to be followed for Recovery of overdue:

On occurrence of any Event Of Default as mentioned in the Loan Agreement, all Outstanding amount owned by the Borrower to the Lender shall become payable forthwith and the Lender reserves the right to undertake such necessary processes 'measures to enforce its rights under the Loan Agreement including but not limited to charging Default Interest, recovery Of over dues by enforcing the Security in accordance with the remedy available under the Law. The actual recovery procedure shall be determined by the Lender depending upon the circumstances of each transaction. All the recovery related cost 'charges shall be payable by the Borrower.

7. Date on which annual outstanding balance statement will be issued: On or Before 30th June.

8. Customer Services:

1. Customer Service Queries including requirement of documents can be addressed to the Lender through our Toll Free Number mentioned on our website: www.piramalfinance.com or email us at customercare@piramal.com.
2. Details of branch locations & visiting hours for customer service with respect to all branches of the Lender are available at www.piramalfinance.com.
3. Contact the Lender's Customer Service Officer at your nearest branch or through any of the service channels as mentioned in point (a) above within the working hours for:
4. Photo Copies of documents, which can be provided in 15 working days from date of placing request. Necessary administrative fee shall be applicable.
5. Original documents will be returned within 30 days from the date of closure of the loan. Necessary administrative Fee shall be applicable if document collected beyond due date of release of the documents.
6. Loan account statement, which can be provided within 4 working days of the receipt of request.

9. Grievance Redressal:

There can be instances where the Borrower is not satisfied with the services provided. To highlight such instance & register a complaint the Borrower may follow the following process:

1. The Borrower may raise his her / her complaint through Toll free number mentioned on www.piramalfinance.com or email to customercare@piramal.com or contact the Branch Operations Manager of the respective dealing branch within working hour as mentioned on the website.
2. If the Borrower is not satisfied with the resolution provided, or his/her query is not resolved within 15 days, the Borrower may escalate by writing to us at: grievances@piramal.com
3. If the Borrower is not satisfied with the resolution provided at Level 2 or his/her queries are not solved within 15 days, the Borrower may escalate to:

   "The Nodal Officer - "Hetal Parihar", Piramal Finance Ltd. *(Formerly Piramal Capital & Housing Finance Ltd.)*, Unit No - 601, Piramal Finance Ltd Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park,Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai - 400 070

   Contact details:022-71740555 Email: nodal.officer@piramal.com.

4. In case of non-addressal of the complaint to the customer's satisfaction within a period of 30 days from the above quarters, the Borrower may approach the RBI CMS portal by lodging a complaint online at the given link https://cms.rbi.org.in or may write to below mentioned address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017, Toll Free No. 14448.

10. Liability towards payment of taxes:

All payments or sums due and payable by the Borrower shall be subject to Applicable Taxes. For the purpose Of this clause 'Applicable Taxes' shall mean any and all present or future taxes, levy, impost, duty, stamp duty charge, fee, deduction or Withholding in the nature Of tax, or interest or penalty or surcharges, cess or fines in respect Of any Of the items referred to above, wherever imposed, levied, collected, Withheld or assessed by any government authority (including without limitations, obligations to Withhold tax/deduct tax at source), whether on any transaction, transaction documents, financing or facility extended, acquisition or provision Of property, any sum Of money or consideration payable in respect Of any transaction or any part thereof, or Otherwise, pursuant to the applicable laws, and shall include any loss Of tax benefit, deduction, credit or set-off; It is hereby agreed that for detail terms and conditions Of the Loan, the parties hereto shall refer to and rely upon the Loan and Other security documents executed,' to be executed by them.

The above terms and conditions have been read by the Borrower/ read over to the Borrower by

_____

Shri/Smt. And have been understood by the Borrower

_____

Signature or thumb impression of the Borrower

_____

(Signature of the authorized person of the Lender)

Personal Loan

SCHEDULE / MOST IMPORTANT TERMS AND CONDITIONS (MITC)

1.	Place of Execution	Delhi (which shall be the place where the Lender has signed the Agreement)		
2.	Date of Execution			
3.	Name of the Lender	**Piramal Finance Ltd.** ***(Formerly Piramal Capital & Housing Finance Ltd.)*** Registered Office Address: Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai – 400 070, and having one of its branch office at Delhi - Shahdara		
4.	Details of the Borrower	a)	Name	
		b)	Address	
		c)	Email Address	
		D)	Mobile No.	

5.	Loan Amount	Loan Amount: Rs. (Rupees only)
6.	Tenure of Loan	
7.	Rate of Interest (ROI)	% per annum (Fixed)
8.	Repayment Schedule	Repayment Tenure (in months): Equated Monthly Instalment of Rs. Frequency of Repayment of EMI: Monthly Due Date of the EMI shall be day of the each month unless otherwise communicated by the Lender.
9.	**Purpose & End Use of Loan**	
	Purpose & End Use of Loan	Purpose :-
		Enduse :-
	Borrower hereby declare, represent, warrant, confirm & undertake that : (a) The Loan shall be utilized only for the purpose as mentioned herein and the purpose of use of Loan shall not be changed in any manner during the term of the Loan or that such change in the end use shall take place only with the prior written permission of the Lender. The Loan shall not be used for any illegal, anti-social, money lending, any speculative activities, speculative investment in real estate, onward lending or for investment in securities, debentures or stock markets. b) Any breach of the above undertaking shall tantamount to be the breach of the terms and conditions of the Loan Agreement and the Lender shall be at liberty to take such action against me/us including withholding of the balance Loan/recalling the Loan as the Lender may deem fit.	
10.	Sanction Letter	Date:
11.	Insurance Premium Amount	Rs. /- (to be deducted from the Loan amount & to be paid to the insurance company)
A.	Schedule of Fees & Other Charges: Fees & charges applicable on application/ during the term of Loan as mentioned hereinabove are subject to modifications from time to time as decided by the Lender as per its internal policy and any such modification shall be notified by the Lender through its website www.piramalfinance.com or its branches or such other medium as Lender may consider appropriate. Processing Fees, documentation charges & Stamp duty charges to be deducted from the Loan Amount at the time of the disbursement.	
(i)	Loan Processing Fees	Upto 5% of loan amount + applicable taxes i.e. .Rs. /- (to be deducted from the Loan amount)

(ii)	Penal Charges	**1. 24% per annum i.e. 2% p.m. on default of Instalment / EMI from the date of default till the date of actual payment** **2. 2% p.m. on Outstanding Amount for the non- compliance of the terms and conditions as detailed below by the Borrower, for the period beginning the date of such noncompliance until the same is cured to the satisfaction of the Lender** Occurrence of any or all the following events/actions shall constitute as material breach of terms and conditions of the Loan Agreement and will attract the Penal Charges. • Default in or non-payment of Outstanding Amount or EMI due in full or any other dues under the Agreement, on or before the due date as provided in the Agreement.

		• If the Borrower fails to furnish the Lender with any information/documents/ PDC/ NACH as required by the Lender time to time • Any information given by the Borrower in the Loan Application, or financials provided to the Lender, and /or any other document/ certificate/receipt /statement, to Lender for financial assistance is found to be misleading or incorrect • If the Borrower misuses the Loan Amount or any part thereof for any purpose other than the Purpose for which the Loan has been sanctioned or if the Purpose for which the Loan has been obtained becomes illegal • Dishonor of any payment instructions provided under the Agreement / any instructions given by the Borrower for stopping payment of any mode under the Agreement or instructions to the Lender not to present any NACH mandate or cancellation of NACH mandate • Any short payment of any demand raised by the Lender under the terms of the Transaction Documents
(iii)	Pre-payment Charges	Rs. 0
(iv)	Pre-closure Charges	Rs. 0
(v)	Admin Charges	Up to Rs. 5000 + applicable taxes
(vi)	EMI Date Change	Rs. 1000/- + applicable taxes
(vii)	Loan Pre- closure Statement	Rs. 0
(viii)	Loan Repayment Schedule (only applicable for physical copy of statement)	Rs. 500/- + applicable taxes
(ix)	Swapping of Repayment Account	Rs. 1000/- + applicable taxes
(x)	Duplicate No Dues Certificate/ NOC Issuance Charges	Rs. 500/- + applicable taxes
(xi)	Stamp Duty Service Charges	Upto Rs. 100/-
(xii)	Statement of Account Charge s (Only applicable for the physical copy of the statement)	Rs. 500/- + applicable taxes
(xiii)	Photocopy of Documents	NA
(xiv)	Stamp duty /Franking charges	At actuals + applicable taxes
(xv)	Loan cancellation after disbursal/ cheque handover	Rs. 3000 + Interest accrued & due + applicable taxes

(xvi)	Statutory Charges	At actuals + applicable taxes
(xvii)	Documentation Charges	Upto Rs. 1,000 + Interest accrued & due
B.	Collection and Legal Charges	
(i)	Loan repayment instrument dishonor charges	Rs. 750/- per instance
(ii)	Legal Charges	At actuals + applicable taxes
(iii)	EMI/PEMII collection charges (Only for NPDC cases)	Rs 500/- + applicable taxes per month (excluding first 3 months from the date of disbursement)
(iv)	Maintenance Charges for repossessed property	At actuals + applicable taxes
12.	Customer Services:	1. Customer Service Queries including requirement of documents can be addressed to the Lender through our Toll-Free Number mentioned on our website: www.piramalfinance.com or email us at customercare@piramal.com.
		2. Details of branch locations & visiting hours for customer service with respect to all branches of the Lender are available at www.piramalfinance.com 3. Date on which annual outstanding balance statement will be issued' – On or before 30th June
13.	Grievance Redressal:	There can be instances where the Borrower is not satisfied with the services provided by the Lender. To highlight such instances & register a complaint the Borrower may follow the following process: • The Borrower may raise his / her complaint through Toll free number mentioned on www.piramalfinance.com or email to customercare@piramal.com or contact the Branch Operations Manager of the respective dealing branch within working hours as mentioned on the website • If the Borrower is not satisfied with the resolution provided or his/her queries are not solved within 15 days, the Borrower may escalate to: grievances@piramal.com. • In case the concern remains unresolved beyond a period of 15 days, the Borrower may escalate the matter to "The Nodal Officer - Hetal Parihar", Piramal Finance Limited Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai - 400 070 Contact details:022-71740555 Email: nodal.officer@piramal.com • In case the Borrower is still not satisfied with the response, the Borrower may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in Online mode at the link https://grids.nhbonline.org.in or may write to National Housing Bank, Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003.

- **Date on which annual outstanding balance statement will be issued: On or Before 30th June.**

E- Stamping & E- Signatures

• For ease of operation of the Borrower, the Loan documentation using online/digital services & technology platform of the Lender (Technology Platform) and the Borrower hereby consent to E-stamp the Agreement in New Delhi wherein the Lender will execute the Loan Agreement & which is deemed as the Place of execution of Agreement and accept & sign these Loan Agreement through Aadhar based E-Signature.

- The Borrower is confirming, completing and signing these Loan Agreement through the Technology Platform through Aadhar based ESignature by entering the Verification code/ one time password ("OTP") in token of having read, understood and irrevocably agreed and accepted the Loan Agreement , upon which the Disbursement of the Loan will be completed by the Lender.
- The Borrower hereby acknowledges and accepts that on receipt of the one-time password, access code or other forms of secure authentication, the Lender shall assume that such authentication has been provided by the Borrower and it is the sole responsibility of the Borrower to ensure that the one-time password, access code or other forms of secure authentication is not compromised or shared with any unauthorized users.
- The Lender shall have no obligation to verify the authenticity of any transaction or instruction received or purported to have been received from the Borrower through the Technology Platform or purporting to have been sent by the Borrower other than by means

of verification of the one-time password, access code or other forms of secure authentication. All the records of the Lender with respect to the online request for facility arising out of the use of the Technology Platform and arising out of the use of the one-time password, access code or other forms of secure authentication shall be conclusive proof of the genuineness and accuracy of the transaction and shall be binding on the Borrower.

- An email ("Email Communication") containing the Loan Agreement & Sanction Letter will be sent by the Lender to the email id registered with the Lender. No other/further act, deed or writing on part of the Borrower shall be required for acceptance by the Borrower as above including any different or physical signature for the Transaction Documents. The Lender also does not require to sign the Agreement in any physical form.

I Agree to the Loan Agreement Name
of the Borrower:
Date: Time:
IP:

Signed and delivered by the within-named Lender by the hands of its.

Authorized Signatory

Name: Jayesh Patel

Unsecured Business Loan (UBL)

SCHEDULE / MOST IMPORTANT TERMS AND CONDITIONS (MITC)

1.	**Name of Lender**	**Piramal Finance Ltd.** ***(Formerly Piramal Capital & Housing Finance Ltd.)*** Registered Office Address: Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai – 400 070, and having one of its branch office at Delhi - Shahdara		
2.	**Place of Execution**	Delhi (which shall be the place where the Lender has signed the Agreement)		
3.	**Date of Execution**			
4.	**Details of the Borrower/s**	a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
	Details of the Co-Borrower(s)	a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	

		e)	Mobile No.	

		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
		a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
5.	**Loan Amount**	Total Loan Amount: Rs. (Rupees only)		
6.	**Tenure of Loan**			
7.	**Rate of Interest (ROI)**	% per annum (Fixed)		
8.	**Repayment Schedule (Physical Copy)**	Rs. 500+ applicable taxes		
9.	**Due Date of Repayment**			

10.	**Frequency of Repayment**	
11.	**Sanction Letter**	Date :

12.	**Purpose & End Use of Loan**		
	Purpose & End Use of Loan		Purpose :- Business
			Enduse :-
	Borrower hereby declare, represent, warrant, confirm & undertake that: (a) The Loan shall be utilized only for the purpose as mentioned herein and the purpose of use of Loan shall not be changed in any manner during the term of the Loan or that such change in the end use shall take place only with the prior written permission of the Lender. The Loan shall not be used for any illegal, anti-social, money lending, any speculative activities, speculative investment in real estate, onward lending or for investment in securities, debentures or stock markets. (b) Any breach of the above undertaking shall tantamount to be the breach of the terms and conditions of the Loan Agreement and the Lender shall be at liberty to take such action against me/us including withholding of the balance Loan/ recalling the Loan as the Lender may deem fit.		
13.	**A. Schedule of Payment of Charges and Fees:**		
	I. Loan Processing Fees	Processing Fees upto 5 % of Loan amount + applicable taxes	
	II. Penal Charges	24% per annum i.e. 2% p.m. on default of Broken Period Interest / EMI from the date of default till the date of actual payment.	
		2% p.m. on Outstanding Amount for the non-compliance of any terms and conditions of the Transaction Documents by the Borrower, for the period beginning	

		the date of such non-compliance until the same is cured to the satisfaction of the Lender *Penal Charges to be levied for the non-compliance of the following terms and conditions: • Default in or non-payment of Outstanding Amount or EMI due in full or any other dues under the Agreement, on or before the due date as provided in the Agreement. • If the Borrower fails to furnish the Lender with any information/documents/ PDC/ NACH as required by the Lender time to time. • Any information given by the Borrower in the Loan Application, or financials provided to the Lender, and/or any other document/ certificate/receipt/statement, to Lender for financial assistance is found to be misleading or incorrect • If the Borrower misuses the Loan Amount or any part thereof for any purpose other than the Purpose for which the Loan has been sanctioned or if the Purpose for which the Loan has been obtained becomes illegal • Dishonour of any payment instructions provided under the Agreement / any instructions given by the Borrower for stopping payment of any mode under the Agreement or instructions to the Lender not to present any NACH mandate or cancellation of NACH mandate. • Non submission of updated KYC documents within 30 days of change including but not limited to change in address, employment or other information submitted at the time of Loan Application. • Any short payment of any demand raised by the Lender under the terms of the Transaction Documents.
	III. Loan Pre-closure Statement	NA

	IV. Pre-payment charges	5% of Outstanding amount being repaid + applicable taxes
	V. Part payment charges	5% of the amount being repaid + applicable taxes (Part payment charges are not applicable in case of UBL-Flexi for part payment of up to 30% of disbursed amount. For part payment above 30% of disbursed amount part payment charges would apply as mentioned.)
	VI. Loan pre-closure charges	5% of outstanding loan amount + applicable taxes
	VII. Loan cancellation after disbursal/ cheque handover	Rs. 3000 + Interest accrued & due + applicable taxes
	VIII. Statement of Account Charges (Only applicable for the physical copy of the statement)	Rs. 500/- + applicable taxes
	IX. Loan repayment schedule (only applicable for physical copy of statement)	Rs. 500/- + applicable taxes

	X. Duplicate No due Certificate issuance charges (only applicable	Rs. 500/- + applicable taxes
	for physical copy of statement)	
	XI. Charges for copy of any documents	NA
	XII. Change of loan repayment mode/ account	1000/- + applicable taxes
	XIII. Stamp Duty charges	At actuals + applicable taxes
	XIV. Statutory Charges	At actuals + applicable taxes
	XV. EMI Date Change	Rs. 1000/- per instance + applicable taxes
	XVI. Documentation Charges	Upto Rs. 1000/- + applicable taxes
	XVII. Admin Charges	Upto Rs. 5000 + applicable taxes
	B. Collection and Legal Charges:	
	I. Loan repayment instrument dishonour charges	Rs.750/- per instance
	II. Cash / Overdue EMI/ PEMII Collection Charges	Rs. 500/- per instance + applicable taxes
	III. Legal Charges	At actuals + applicable taxes
	IV. EMI/PEMII collection charges (Only for NPDC cases)	Rs 500/- + applicable taxes per month (excluding first 3 months from the date of disbursement)
	Fees & charges applicable on application/ during the term of Loan as mentioned above are subject to modifications from time to time as decided by the Lender as per its internal policy and any such modification shall be notified by the Lender through its website www.piramalfinance.com or its branches or such other medium as Lender may consider appropriate.	
14.	**Seat of Arbitration & Jurisdiction of the Court**	The seat or venue of arbitration and Jurisdiction of the Court shall be the place of execution of this Agreement as stated in point no. 2 hereof.

15.	**Customer Service**	a) Customer Service Queries including requirement of documents can be addressed to the Lender through our Toll Free Number mentioned on our website: www.piramalfinance.com or email us at customercare@piramal.com. b) Details of branch locations & visiting hours for customer service with respect to all branches of the Lender are available at www.piramalfinance.com c) Contact the Lender's Customer Service Officer at your nearest branch or through any of the service channels as mentioned in point (a) above within the working hours for: i. Photo Copies of documents, which can be provided in 15 working days from date of placing request. Necessary administrative fee shall be applicable. ii. Loan Account statement, which can be provided within 4 working days of the receipt of request. d) Date on which annual outstanding balance statement will be issued' – On or before 30th June
16.	**Stamp Duty Service Charges**	Upto Rs. 100/-
17.	**Grievance Redressal**	There can be instances where the Borrower is not satisfied with the services provided. To highlight such instances & register a complaint the Borrower may follow the following process: • The Borrower may raise his / her complaint through Toll free number mentioned on www.piramalfinance.com or email to customercare@piramal.com. or contact the Branch Operations Manager of the respective dealing branch within working hours as mentioned on the website. • If the Borrower is not satisfied with the resolution provided or his/her queries are not solved within 15 days, the Borrower may escalate to: customercare@piramal.com. • In case the concern remains unresolved beyond a period of 15 days, the Borrower may escalate the matter to "The Nodal Officer - Hetal Parihar", Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai - 400 070, Contact details:022-71740555 Email: nodal.officer@piramal.com • In case of non-addressal of the complaint to the customer's satisfaction within a period of 30 days from the above quarters, the Borrower may approach the RBI CMS portal by lodging a complaint online at the given link https://cms.rbi.org.in or may write to below mentioned address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017, Toll Free No. 14448.

IN WITNESS WHEREOF the parties have executed this Agreement on the day and the year as mentioned in Schedule.

Signed and delivered by the within named Lender by the hands of its

Name: _____

Authorized Signatory/ Constituted Attorney

Signature: _____

Signed and delivered by within named **Borrower** through the hands of

Name: _____

Signature: _____

Signed and delivered by within named **Co-Borrower** through the hands of

Name: _____

Signature: _____

Signed and delivered by within named **Co-Borrower** through the hands of

Name: _____

Signature: _____

Signed and delivered by within named **Co-Borrower** through the hands of

Name: _____

Signature: _____

Signed and delivered by within named **Co-Borrower** through the hands of

Name: _____

Signature: _____

USED CAR LOAN (UCL)

SCHEDULE / MOST IMPORTANT TERMS AND CONDITIONS (MITC)

1.	**Name of Lender**	Name: Piramal Finance Ltd. (Formerly Piramal Capital & Housing Finance Ltd.) a company incorporated under the provisions of the Companies Act 1956 and having its registered office at Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opposite Fire Station, LBS Marg, Kurla (West), Mumbai - 400 070 CIN: U64910MH1984PLC032639 and having one of its branch office at		
2.	**Place of Execution**	Delhi (which shall be the place where the Lender has signed the Agreement)		
3.	**Date of Execution**	Shall be the date on which the Lender has executed the Agreement		
4.	**Purpose & End Use of Loan**			
	Purpose & End Use of Loan	Purpose :-		
		Enduse :-		
	Borrower hereby declare, represent, warrant, confirm & undertake that : (a) The Loan shall be utilized only for the purpose as mentioned herein and the purpose of use of Loan shall not be changed in any manner during the term of the Loan. The Loan shall not be used for any illegal, anti-social, money lending, any speculative activities, speculative investment in real estate, onward lending or for investment in securities, debentures or stock market. (b) Any breach of the above undertaking shall tantamount to be the breach of the terms and conditions of the Loan Agreement and the Lender shall be at liberty to take such action against me/us including withholding of the balance Loan/recalling the Loan as the Lender may deem fit.			
5.	**Details of the Borrower/s**	a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
6.	**Details of the Co-Borrower(s)**	a)	Name	
		b)	Constitution	
		c)	Address	
		d)	Email Address	
		e)	Mobile No.	
7.	**Details of the Asset**	a)	Loan Required For :-	
		b)	Make, Model and Variant:	
		c)	Registration No:	
		d)	Year of Registration:	

		e)	Ownership No:	

		f)	Chassis No:	
		g)	Engine No:	
		On successful closure of the Loan, Form 35 & NOC will be released/handed over within 30 days from loan closure date. In case the Borrower/s have availed of any other loan against this Asset funded by the Lender, the Form 35 & NOC will be released on successful closure of all the linked loan, wherever applicable. The Form 35 & NOC can be collected from the loan originating branch or any other branch as per the Borrower's choice at the time of placing the request for closure on the loan.		
8.	**Loan Amount**	a) SanctionedAmount:Rs. (Rupees only) b) MotorInsurancePremiumfinancedRs. (Rupees only) c) LoanInsurancePremiumfinancedRs. (Rupees only) d) PersonalAccidentPremium:Rs. (Rupees only) e) TotalLoanAmount:Rs. (Rupees only)		
9.	**Rate of Interest (ROI)**	% per annum (Fixed)		
10.	**Stamp Duty Service Charges**	Upto Rs. 100/-		
11.	**Repayment Schedule /Frequency**	Monthly, i.e. on Repayment Tenure (in months): Equated Monthly Instalment of Rs.		
12.	**Loan Application Form** **Sanction Letter**	Number: Date: Date:		
13.	**A. Schedule of Payment of Charges and Fees:** Fees & charges applicable on application/ during the term of Loan as mentioned herein above are subject to modifications from time to time as decided by the Lender as per its internal policy and any such modification shall be notified by the Lender through its website www.piramalfinance.com or its branches or such other medium as Lender may consider appropriate			

	Loan Processing Fees, Documentation Fees & Stamp duty charges to be deducted from the Loan Amount at the time of the disbursement.

	(i) Loan Processing Fees	Upto 5% of loan amount + applicable taxes
	(ii) Documentation Fees	Rs. 2750/- + applicable taxes per instance
	(iii) Photocopy of Documents	NA
	(iv) Car Valuation / Inspection Fees	Up to Rs. 1500/- + applicable taxes per instance
	(v) Pre-Closure Letter Charges	Rs. 500/- + applicable taxes
	(vi) Pre-payment /Closure Charges	• **6% of part-prepayment amount + applicable taxes** (if prepaid within 12 months from date of first disbursement) • **5% of part-prepayment amount + applicable taxes** (if prepaid after 12 months from date of first disbursement) • **Maximum 2** part-prepayments allowed in a financial year • **Minimum part-prepayment:** ₹1,00,000 per instance

	(vii) Penal Charges	**1. 24% per annum i.e., 2% on default of Instalment / EMI from the date of default till the date of actual payment.** **2. 2% pm on outstanding loan amount for the non-compliance of any terms & conditions as detailed below by the Borrower for the period beginning the date of such non-compliance until the same is cured to the satisfaction of the Lender.** Penal Charges to be levied for the non-compliance of the following terms and conditions: • Default in or non-payment of Outstanding Amount or EMI due in full or any other dues under the Agreement, on or before the due date as provided in the Agreement. • Non-creation of Security and/or failure on the part of the Borrower to note the lien of the Lender on the RC within time specified or within the extended time period, in terms of the agreement or Transaction Documents. • Non deposit Original Registration Certificate duly transferred in the name of the Borrower, insurance copy and Duplicate Key of the Asset within the time as stipulated under the Agreement, • If the Borrower fails to furnish the Lender with any information/documents/ PDC/ NACH as required by the Lender time to time. • Any information given by the Borrower in the Loan Application, or financials provided to the Lender, and/or any other document/ certificate/receipt/statement, to Lender for financial assistance is found to be misleading or incorrect • If the Borrower misuses the Loan Amount or any part thereof for any purpose other than the Purpose for which the Loan has been sanctioned or if the Purpose for which the Loan has been obtained becomes illegal • Dishonour of any payment instructions provided under the Agreement / any instructions given by the Borrower for stopping payment of any mode under the Agreement or instructions to the Lender not to present any NACH mandate or cancellation of NACH mandate. • Non submission of updated KYC documents within 30 days of change including but not limited to change in address, employment or other information submitted at the time of Loan Application. • Any short payment of any demand raised by the Lender under the terms of the Transaction Documents. • In the event the Security or part of it is lost, disposed off, gifted, or depreciates in value and the Borrower fails to provide additional security to maintain the

		Security Cover, or there is any attachment or distrait is levied on the Security or any part thereof as prescribed by the Lender or if the Security Interest provided becomes unenforceable in nature If the Security or any part of the Security is let-out, given on leave & license, sold, disposed off, charged, encumbered or otherwise alienated in any manner whatsoever, without the prior written consent of the Lender,
	(viii) Loan cancellation after disbursal/ cheque handover	Rs. 5,000 + Interest accrued & due + applicable taxes
	(ix) Statement of Account Charges	Rs. 500/- + applicable taxes per instance
	(x) No Objection Certificate for conversion from Petrol to LPG/CNG & vice- versa thereof	Rs.500/- per instance + applicable taxes

	(xi) Any Duplicate NOC	Rs. 500/- + applicable taxes per instance
	(xii) Loan Repayment Schedule (applicable for physical copies only)	Rs. 500/- + applicable taxes per instance
	(xiii) Swapping of Repayment Account	Rs.1000/- per instance
	(xiv) EMI Date Change Charges	Rs. 1000/- per instance
	(xv) Statutory Charges	At Actuals + applicable taxes
	(xvi) Stamp Duty Charges	At Actuals + applicable taxes
	(xvii) RTO Charges	Rs. 10,000 + applicable taxes
	(xviii) Admin Charges	Up to Rs. 5000+ applicable taxes
	B. Collection and Legal Charges	
	(i) Loan repayment instrument dishonor charges	Rs. 750 /- per instance
	(ii) Legal Notice Charge	At Actuals + applicable taxes
	(iii) Repossession Charges	Minimum Rs. 15,000 /- or at actuals, whichever is higher + applicable taxes
	(iv) EMI / PEMI Collection Charges only for NPDC cases	Rs. 500/- + applicable taxes per instance (excluding first 3 months from the date of disbursement)
	(v) Parking Yard Charges	At Actuals + applicable charges
	(vi) Maintenance Charges for repossessed property	At Actuals + applicable charges
	C. All applicable taxes, charges, stamp duty charges, government charges and any other charges fixed by the regulators have been excluded from above charges.	
14.	**Seat of Arbitration & Jurisdiction of the Court**	The seat or venue of arbitration and Jurisdiction of the Court shall be the place of execution of this Agreement as stated in point no. 2 hereof
	Customer Services:	1. Customer Service Queries including requirement of documents can be addressed to the 2. Lender through our Toll Free Number mentioned on our 3. website: www. piramalfinance.com or email us at customercare@piramal.com. 4. Details of branch locations & visiting hours for customer service with respect to all branches of the Lender are available at www.piramalfinance.com
	Grievance Redressal:	There can be instances where the Borrower is not satisfied with the services provided

		by the Lender. To highlight such instances & register a complaint the Borrower may follow the following process: 1. The Borrower may raise his / her complaint through Toll free number mentioned on www.piramalfinance.com or email to customercare@piramal.com or contact the Branch Operations Manager of the respective dealing branch within working hours as mentioned on the website. 2. If the Borrower is not satisfied with the resolution provided or his/her queries are not solved within 15 days, the Borrower may escalate to: grievances@piramal.com. 3. In case the concern remains unresolved beyond a period of 15 days, the Borrower may escalate the matter to "The Nodal Officer - Hetal Parihar", Piramal Finance Ltd. *(Formerly Piramal Capital & Housing Finance Ltd.)* Unit No-601, 6th Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (West), Mumbai - 400 070, Contact details:022-71740555 Email: nodal.officer@piramal.com 4. In case of non-addressal of the complaint to the customer's satisfaction within a period of 30 days from the above quarters, the Borrower may approach the RBI CMS portal by lodging a complaint online at the given link https://cms.rbi.org.in or may write to below mentioned address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017, Toll Free No. 14448.

Loan Against Shares (LAS)

SCHEDULE / MOST IMPORTANT TERMS AND CONDITIONS OF THE FLEXI LOAN FOR LOAN AGAINST MUTUAL FUND AND LOAN AGAINST SHARES

1.	**Place of Execution**	New Delhi (which shall be the place where the Lender has signed the Loan Agreement)
2.	**Date of Execution**	Shall be the date on which the Lender has executed this Agreement
3.	**Loan Type**	Flexi Loan against pledge of Securities such as dematerialized shares / units of mutual funds / bonds/other securities as determined by the Lender.
4.	**Sanctioned Loan Amount**	Loan Amount: Rs. _____ (Rupees..... .....only) which amount will, subject to compliance with loan terms, be available for drawdown on a revolving basis. The drawing power on your loan account is calculated after applying the Margin on Market Value of approved and acceptable securities in your portfolio which have been pledged / charged to the Lender. The Lender would periodically revalue your portfolio (including on a daily basis); modify the drawing power if necessary. You can utilize your Flexi Loan to the extent of your drawing power subject to a maximum of the above sanctioned limit.
5.	**Availability Period**	From the Execution Date till expiry of 15 days prior to the Maturity Date (as may be renewed as provided below).
6.	**Purpose**	[•] (a) the Flexi Loan shall not be used for any other purposes other than as mentioned herein including illegal, anti-social, money lending & speculative activities speculative investment in real estate, onward lending or for investment in securities, debentures or stock markets. (b) the End use of funds/purpose of the Flexi Loan as mentioned herein shall not be changed in any manner during the term of the Flexi Loan or that such change in the end use shall take place only with the prior written permission of the Lender. (c) any breach of the above undertaking shall tantamount to the to be to breach of the terms and conditions of this Agreement and the Lender shall be at liberty to take such action against me/us including withholding of the balance Flexi Loan/recalling the Flexi Loan as the Lender may deem fit.
7.	**Maturity Date**	[●], which may be renewed, upon request by the Borrower at such revised terms and conditions at the sole and absolute discretion of the Lender.
8.	**Availability Period**	From the date of the Loan Agreement till expiry of 15 days prior to the Maturity Date (as may be renewed as provided herein).
9.	**Type of Interest**	Fixed
10.	**Rate of Interest (ROI)**	
11.	**Due Date or Interest Payment Date**	On or before the 5th day of each month for previous month unless otherwise communicated by the Lender.
12.	**Repayment of the Loan Amount**	The Borrower shall repay the entire Outstanding Loan Amount to the Lender on or before Maturity Date.
13.	**Repayment Mode**	NACH / ENACH
14.	**Breakup between principal and interest**	Kindly refer to the repayment schedule in Key Facts Statement
15.	**Sanction Letter**	Date: ……..
16.	**Securities**	Pledge of securities such as dematerialized listed shares, units of mutual funds, bonds,

		individual insurance policies units, and other securities as approved by the Lender, from time to time and includes any securities accepted in replacement or addition to any securities previously approved by the Lender.
17.	**Margin**	For Equity Shares and Equity Instruments minimum of 50% (minimum 2 times) and other securities as per PEL internal policies The Lender shall have the discretion to revise the Margin and / or list of Securities approved and acceptable to the Lender. Further, in the event the Reserve Bank of India or any other Government Authority stipulates a higher Margin, the same shall become automatically and immediately applicable and the Borrower shall be required to provide Additional Securities without any delay in order to maintain the Margin.
18.	**Schedule of Fees & Other Charges**	Fees & charges applicable on application/ during the term of Loan as mentioned below are subject to modifications from time to time as decided by the Lender as per its internal policy and any such modification shall be notified by the Lender through its website www.piramalfinance.com or its branches or such other medium as Lender may consider appropriate. The processing Fee, Lien marking charges and stamp duty charges as applicable shall be deducted from first drawdown. In the event no amount is drawn down, such charges will be payable by the Borrower on the Maturity Date and the lien/ charge marked on the Securities will be released only on such payment.
	(i) Processing Fees	Rs [●]/- + inclusive of applicable taxes,
	(ii) Penal Charges	**1. 24% per annum i.e. 2% per month of the overdue amount from the date of such overdue till the date of actual payment** **2. 24% per annum i.e. 2% per month of Outstanding Amount for the non-compliance of any terms and conditions as detailed below by the Borrower, for the period beginning the date of such non-compliance until the same is cured to the satisfaction of the Lender** **Penal Charges to be levied for the non-compliance of the following terms & conditions:c** • Default in or non-payment of Outstanding Amount or Installment due in full or any other dues under the Agreement, on or before the due date as provided in the Agreement. • Non-creation of Security within time specified or within the extended time period, in terms of the Agreement or Transaction Documents. • Failure to maintain the Margin or meet the Margin Call within the time prescribed in the Transaction Documents. • Any information given by the Borrower/Pledgor in the Loan Application, or financials provided to the Lender, and/or any other document/ certificate/receipt/statement, to Lender for financial assistance is found to be misleading or incorrect. • If the Borrower misuses the Loan Amount or any part thereof for any purpose other than the Purpose for which the Loan has been sanctioned or if the Purpose for which the Loan has been obtained becomes illegal or for any other purpose as restricted by the Lender from time to time. • Dishonour of any payment instructions provided under the Agreement / any instructions given by the Borrower for stopping payment of any mode under the Agreement or instructions to the Lender not to present any NACH mandate or cancellation of NACH mandate. • Failure on the part of the Borrower/Pledgor in submitting the documents and/or any information as required by the Lender of any demand raised by the Lender under the terms of the Transaction Documents.

		• Non submission of updated KYC documents within 30 days of change including but not limited to change in address, employment or other information submitted at the time of Loan Application. • In the event the Security or part of it is disposed off, gifted, or depreciates in value and the Borrower/Pledgor fails to provide additional security to maintain the Security Cover, or there is any attachment or distrait is levied on the Security or any part thereof as prescribed by the Lender or if the Security Interest provided becomes unenforceable in nature.
	(iii) NA CH/ Cheque Bounce Charges	Rs. 500/- + GST
	(iv) Lien & Pledge creation/ invocation / revocation charges	At actuals + applicable taxes
	(v) Brokerage Charge	At actuals + applicable taxes (Brokerage charges shall be deducted by the Depository participant on event of sale of the Securities)
	(vi) Any Legal cost/charges	At actuals + applicable taxes
	(vii) Recovery related charges	At actuals + applicable taxes
	(viii) Stamp duty/Franking charges	At actuals + applicable taxes
	(ix) Statutory Charges (if Applicable)	At actuals + applicable taxes
19.	Jurisdiction, Seat & Venue of Arbitration	The seat or venue of arbitration and Jurisdiction of the Court shall be Delhi where the place of execution of this Agreement falls, as stated in below.
20.	**Customer Services:**	The Borrower may raise his / her complaint through Toll free number mentioned on our company website or Email to customerservice.pel@piramal.com or meet the Branch Operational Manager. The complaint will be addressed as soon as it is received.
21.	**Grievance Redressal:**	Borrower shall approach the Lender for all its complaints and grievance. • The Borrower may raise his / her complaint through Toll free number mentioned on our company website or Email to customerservice.pel@piramal.com or meet the Branch Operational Manager. The complaint will be addressed as soon as it is received. • If the Borrower is not satisfied with the resolution provided, or his/her query is not resolved within 15 days, the Borrower may escalate by writing to us at: grievances@piramal.com • If the Borrower is not satisfied with the resolution provided at Level 2 or his/her queries are not solved within 15 days, the Borrower may escalate to: The Nodal Officer – Ms. Hetal Parihar: 1st Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (W) Mumbai MH 400070.

		Email : nodal.officer@piramal.com Contact Number: 022- 71740555 • In case of non-addressal of the complaint to the customer's satisfaction within a period of 30 days from the above quarters, the Borrower may approach the RBI CMS portal by lodging a complaint online at the given link https://cms.rbi.org.in or may write to below mentioned address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017, Toll Free No. 14448.
21	**Grievance Redressal Officer**	Name:Ms. Hetal Parihar Designation: Nodal Officer Address: 1st Floor, Amiti Building, Piramal Corporate Park, Kamani Junction, Opp. Fire Station, LBS Marg, Kurla (W) Mumbai MH 400070. Phone number: 022- 71740555 Email id: nodal.officer@piramal.com

Other T&C

a) This Sanction Letter has been issued based on the documents and details submitted by the Borrower at the time of the loan application, and in case of any discrepancy or misrepresentation is found later at any stage before the disbursement of the loan, Lender shall have a right to modify/revoke this Sanction Letter.

b) This sanction letter will only be a letter of offer and shall stand modified or revoked and cancelled, if there are any material changes in the proposal for which the Flexi Loan is sanctioned or; if any event occurs which, in Lender's sole opinion is prejudicial to its interest or is likely to affect the financial condition of the Borrower or his / her/ their ability to perform any obligations under the Loan or; any details shared or representation made is found to be incorrect or untrue or material fact has concealed or; upon completion of the validity period of this offer unless extended by us in writing.

c) The sanction is subject to Lender's absolute discretion, without assigning any reason whatsoever and may be revoked subject to prior written notice in part of in full or withhold/stop the drawdown against the available Flexi Loan at any time by the Lender as the Lender may deem fit including in the event any condition precedents are not complied with. The Flexi Loan shall be governed by the Loan Agreement entered between the Lender and the Borrower/s in addition to this Sanction Letter.

d) The Borrower may need to provide certain additional details or documents as required by the Lender at the time of actual disbursal of the Flexi Loan.

e) The actual disbursal of the sanctioned amount shall be subject to execution of requisite loan agreement, security documents and transaction documents by the Borrower, which shall be the final, binding, and superseding document for all purposes for this relationship between the Borrower and the Lender.

f) This sanction does not vest in anyone the right to claim any disbursement of the Flexi Loan amount and none shall be entitled to claim damages against the Lender for non-disbursement of the Flexi Loan for any reasons whatsoever.

g) Margin requirement, Rate of Interest and other terms and conditions, is subject to revision as may be stipulated by RBI/Lender from time to time.

h) Interest Rate for each loan will be decided after considering various factors such as customer profile, tenure of loan, type of loan, value of security, etc. Gradation of interest will be based on factors such as Credit Bureau score, income, etc. For more details, please refer to our website www.piramalfinance.com.

i) In the event of a conflict between the Sanction Letter and the Loan Agreement, the Loan Agreement shall prevail to the extent of conflict.

j) The Borrower confirms that Borrower understand the terms and conditions of this Sanction letter sanctioning the Flexi Loan as laid out in English/ the stated terms and conditions of the letter have been explained to Borrower in a language of understanding/ in vernacular language and the Borrower accept the Flexi Loan on the terms and conditions set above.

k) The Borrower undertakes to do all act including signing or validating application (s) / request (s) with the Depository Participant (DP) and Registrar and Transfer Agents (RTAs) as applicable, as required by the Lender or under Applicable Laws, to give effect of creation of pledge of the Lender over the Securities.

l) Upon the occurrence of cancellation of the Loan application, whether due to rejection, withdrawal, or non-approval for any reason whatsoever (a "Cancellation Event"), the Lender shall initiate the process for release or de-pledge of the security, subject to recovery of all applicable charges, including release/de pledge charges and all other dues payable by the Borrower within such timelines as may be prescribed under applicable law or, in the absence thereof, within a reasonable period not exceeding 30 (thirty) days from the date of such Cancellation Event. In the event of non-payment of such charges/dues, the Lender shall have the right to invoke and/or sell such number of pledged Securities as may be required for recovery of the outstanding amounts.

m) In the case of part prepayment, full repayment or foreclosure/prepayment of the Loan (each, an "Eligible Event"), upon request of the Borrower, the Lender shall, subject to fulfilment of all conditions and obligations set out in the Loan Documents, including payment of applicable release/de-pledge charges and maintenance of stipulated margin/loan-to-value requirements (where applicable) initiate the process for release or de-pledge of the security within such timelines as may be prescribed under applicable law or, in the absence thereof, within a reasonable period not exceeding 30 (thirty) days from the date of fulfilment of such conditions. Notwithstanding the above, the Lender shall not be obligated to release or de-pledge the pledged Securities where any Event of Default subsists or where any legal, regulatory or statutory restriction prohibits such release.

n) The Borrower also confirm that Borrower is aware of and have understood the aforesaid charges applicable on the Flexi Loan and the approach for gradations of risk & rationale followed by Lender for charging different rate of interest to different categories of borrowers along with other policies published on its website. Link: www.piramalfinance.com