

MOST IMPORTANT TERMS AND CONDITIONS (MITC) – Personal Loan

The Most Important Terms and Conditions (MITC) of the loan between the Borrower/s and SBM Bank (India) Limited, a Company incorporated under the Companies Act, 1956 and having its registered office at 101, Raheja Centre, 1st Floor, Free Press Journal Marg, Nariman Point, Mumbai 400 021, hereinafter called "SBM India" are agreed upon and mentioned as under:

1. Sanctioned Loan Amount: Rs. _____/-
2. Interest:
 - a) Type: Fixed
 - b) Interest chargeable: _____%
 - c) Moratorium or subsidy: N/A
 - d) Date of reset of interest: NA.
 - e) Modes of communication of changes in Interest rate: SBM India informs of such change in the lending rates through an e-mail communication or on its website www.sbmbank.co.in
3. Instalment Types: Monthly
4. Repayment of the Loan & Interest: Monthly
 - a) The amount of EMI: INR _____/-
 - b) Total number of instalments where the loan is repayable in equated monthly instalments: _months.

* Subject to variation in terms of the loan agreement executed/ to be executed between the Borrower/s and SBM India. SBM India shall endeavour to keep its Borrowers informed of any change in interest rates through its official website (www.sbmbank.co.in), annual statement of accounts, display in its offices and general announcements from time to time. If such change is to the disadvantage of the customer, he/she may within 60 days and without notice close his / her account.

5. Loan Tenure: _____ months
6. Purpose of Loan: For Personal use
7. Security/Collateral for the Loan: NA
Guarantee: Names of the Guarantor/s (if any):
Other Security interest (if any):
8. Fees and Other Charges:

Fees and other charges as applicable on application/ during the term of loan and penalty for delayed payments, are as under:

Sr. No.	Name of the Service	Name of Fee/ Charges Levied	When Payable	Frequency	Amount (SE)
1	Fees for Personal Loan	Processing Fees	At Application	Once	_____ % of the loan amount plus Taxes
2	Delayed Payment Charges	Additional Interest	On Accrual	Monthly	24% per annum or as per sanction letter
3	Statutory Charges	Stamp Duty	On loan agreement	Once	As applicable in the respective state.
4	Cheque/ECS/ NACH/SI (Repayment Instrument) Dishonour Charges	Miscellaneous Receipts	On Repayment Instrument Dishonour	Depends on no. of dishonour	Rs. 500/- Per Dishonour.
5	PDC Swap	Miscellaneous Receipts	Event	On every request	Up to Rs. 500 plus taxes.
6	Disbursement cheque cancellation charges post disbursement	Miscellaneous Receipts	Event	On every occurrence	Rs. 3000/- + Applicable Taxes.
7	Part prepayment	Miscellaneous Receipts	Event	On every occurrence	Not Applicable
8	Pre-Closure	Pre closure charges	Event	Once	Pre-Closure Post clearance of 12 EMIs, Charges 4% of Amount outstanding + Taxes

9. Insurance of Borrower:

If required as per the term of the sanction letter, the Borrower shall avail health and/or life insurance cover for himself with SBM India as the sole beneficiary under the policy / policies.

10. Conditions for disbursement of the loan: The Borrower shall:

- a) Submit all relevant documents as mentioned in the sanction letter/loan agreement.
- b) Intimate SBM India of any change in his employment/contact details.
- c) Request for disbursement of the loan in writing (as per the manner prescribed by SBM India. Such request shall be deemed to have been duly made when made by written communication through mail or letter or such other form/manner as may be announced by SBM India from time to time.
- d) Comply with all preconditions for disbursement of the loan as mentioned in the Sanction Letter.
- e) 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.
- f) Ensure that no event of default has happened in terms of the Loan Agreement executed/to be executed by the borrower.

11. Brief Procedure to be followed for Recovery of Overdue:

Customers are explained the repayment process of the loan in respect of, tenure, periodicity, amount and mode of repayment of the loan. No notice, reminder or intimation is given to the customer regarding his/her obligation to pay the EMI or PEMI regularly on due date.

On non-payment of Pre-EMI/EMI by the due dates, SBM India shall remind the customers by making telephone calls, sending written intimations by post and electronic medium or by making personal visits by SBM India's authorized personnel at the addresses provided by the customer. Costs of such calls/communication /visits shall be recovered from the customer.

Notwithstanding what is stated herein, it shall be the liability of the customer to ensure that the Pre-EMI/ EMIs are regularly paid on the due dates.

Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited ("CIBIL") or any other licensed bureau on monthly basis. To avoid any adverse impact on the credit history with CIBIL, it is advised that the customer should ensure timely payment of the amount due on the loan amount.

12. Date on which annual outstanding balance statement will be issued on Customer's request. - 1st month of each Financial Year

13. Customer Services:

- a) Customer service queries including requirement of documents can be addressed to SBM India through the following channels:

Write to us through our website:
www.sbmbank.co.in or notify us at:

SBM Bank (India) Ltd, 101, Raheja Centre, 1st Floor, Free Press Journal Marg, Nariman Point, Mumbai 400 021.

- b) Visiting hours and the details of person to be contacted for customer service with respect to all branches of SBM Bank (India) Ltd. are available at www.sbmbank.co.in iii) Contact SBM Bank Customer Service Officer at your nearest branch within the working hours as mentioned in the Loan Application form for:

- c) Photocopy of documents: The same will be provided in 7 working days from date of placing request. Necessary administrative fee shall be applicable.
- d) Loan Account statement: The same will be provided in 3 working days of the receipt of request.

14. 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:

- a) The Borrower can contact the SBM India's customer service executives on Telephone: (91) (22) (43028879) or Email at customercare@smbank.co.in

OR

Borrower can write to:

The Compliance Manager

SBM Bank (India) Ltd

Registered Office: 101 Raheja Centre, Free

Press Journal Marg, Nariman Point, Mumbai -

400 021, India Corporate Office: 306-A, The

Capital, G Block, Bandra Kurla Complex,

Bandra (East), Mumbai-400051, India.

- b) In case the concern remains unresolved beyond a period of 10 days from raising the concern with the customer service executives/ compliance manager, the Borrower may escalate the matter to the nodal officer at:

The Nodal Officer,

SBM Bank (India) Ltd, 101, Raheja Centre, 1st Floor, Free Press Journal Marg, Nariman Point, Mumbai 400 021.

Corporate Office-306-A, The Capital, G Block, Bandra Kurla Complex, Bandra (East), Mumbai-400051, India.

Email: nodal.officer@smbank.co.in

Telephone: (91)(22) (43028879)

- c) In case the concern remains unresolved beyond a period of 7 days from raising the concern with the nodal officer, the Borrower may escalate the matter to the Principal Nodal officer at:

The Principal Nodal Officer,

SBM Bank (INDIA) Ltd, 101, Raheja Centre, 1st Floor, Free Press Journal Marg, Nariman Point, Mumbai 400 021.

Corporate Office-306-A, The Capital, G Block, Bandra Kurla Complex, Bandra (East), Mumbai-400051, INDIA.

Email: nodal.officer@smbank.co.in

Telephone: (91)(22) (43028879)

- d) In case the Borrower is still not satisfied with the response so received from the principal nodal officer, the complainant may approach the Complaint Redressal Cell of Banking Ombudsman

It is hereby agreed that for the detailed terms and conditions of the loan being availed, 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/s / read over to the borrower by Shri/Smt.

_____ of SBM
India and have been understood by the borrower/s.

(Signature or thumb impression of
the Borrower/s)

(Signature of the authorized person of SBM Bank (India) Ltd.