



Policy for Responsible Lending Conduct – Release of Movable / Immovable Property Documents on Repayment/ Settlement of Loans

Board Approval- 21.11.2023

Particulars	Name	Designation	Signature
Recommended by	Indranath Bose	Head-Product, Policy & Risk	
	Ajay Bansal	Head of Finance and Accounts	
	Anurag Jain	CCCO	
	Sunil Gupta	CEO	
Approved by	Deepak Joshi	Director & Vice Chairman	
	Megha Gupta	Managing Director & Chairman	

Policy for Responsible Lending Conduct – Release of Movable / Immovable Property Documents on Repayment/ Settlement of Loans

ManiBhavnam Home Finance India Pvt Ltd (hereinafter referred to as “the Company” or “HFC” or “MBHF” or “Regulated Entity/ RE”) is a Private Limited Company incorporated under the provisions of the Companies Act, 2013 and registered as a Housing Finance Company (“HFC”) with the National Housing Bank (“NHB”).

The Reserve Bank of India (RBI) has issued a significant directive (RBI/2023-24/60 DoR.MCS.REC.38/01.01.001/2023-24) addressing responsible lending conduct among financial institutions including NBFCs/HFCs. This directive pertains to the release of movable and immovable property documents upon the full repayment or settlement of personal loans. This move aims to streamline practices and prevent customer grievances related to the release of such documents.

1. Release of Property Documents: According to the RBI’s guidelines, MBHF is mandated to release all original movable and immovable property documents within 30 days after the complete repayment or settlement (The date of realisation of funds in MBHF’s Bank statement will be considered as complete repayment /settlement date) of the loan account. This provision ensures that borrowers regain ownership of their assets promptly.

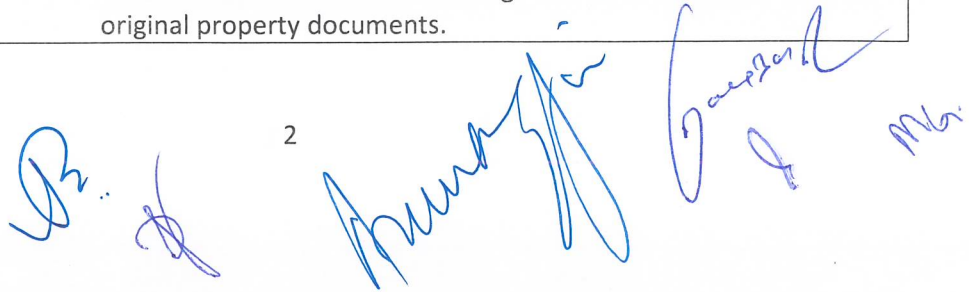
2. Borrower’s Choice: Borrowers will have the flexibility to collect their original property documents either from the branch where the loan account was serviced or any other office of the MBHF where the documents are available, based on their preference. This added convenience enhances the borrower’s experience.

3. Transparency in Loan Sanction Letters: MBHF will specify the timeline and location for returning original property documents in loan sanction letters issued on or after the effective date. This clarity ensures that borrowers are aware of the process.

4. Legal Heirs’ Rights:

Scenario	Action
Joint Ownership of Property and demise of either co-owner	Documents will be released to the co-owner/Legal Heir subject to following compliance: 1. Photo copy of Death Certificate (OSV to be done by MBHF’s representative) of deceased owner/co-sharer. 2. Photocopy of Succession order (OSV to be done by MBHF’s representative) issued by competent court or legal heirship certificate issued by respective administrative authority. 3. All legal heirs or Legal Heir having authority to collect the documents of the deceased along with co-owner will receive the original property documents.

2



	<ol style="list-style-type: none"> 4. Original indemnity bond to indemnify the any future loss, damage etc to MBHF from the legal heirs shall be taken. 5. Photocopy/photocopies of Kyc's of all the persons (Borrower/Coborrowers and legal heirs) must be documented.
Demise of sole property owner	<p>Documents will be released to the co-owner/Legal Heir subject to following compliance:</p> <ol style="list-style-type: none"> 1. Photo copy of Death Certificate (OSV to be done by MBHF's representative) of deceased owner. 2. Photocopy of Succession order (OSV to be done by MBHF's representative) issued by competent court or legal heirship certificate issued by respective administrative authority. 3. All legal heirs/legal heir having authority to collect the document of the deceased will receive the original property documents. 4. Original indemnity bond to indemnify the any future loss, damage etc to MBHF from the legal heirs shall be taken. 5. Photocopy/photocopies of Kyc's of all the persons (Borrower/Coborrowers and legal heirs) must be documented. 6. Person receiving the original documents on behalf of the deceased person must be the party of the loan agreement.

***Any waiver regarding the above process is with CEO/CCCO



5. Compensation for Delay: If MBHF fails to release documents or file charge satisfaction forms within 30 days of full repayment/ settlement of loan (the date of realization of funds in MBHF's Bank account will be considered as complete repayment /settlement date), MBHF must communicate the reasons for the delay to the borrower. In cases where the MBHF is responsible for the delay, they must compensate the borrower at the rate of ₹5,000 per day of delay.

6. Loss or Damage: In the unfortunate event of loss or damage to original property documents, either partially or entirely, MBHF must assist the borrower in obtaining duplicate or certified copies. MBHF will bear the associated costs and pay compensation as mentioned in paragraph 5. However, they are granted an additional 30 days to complete this process.

7. Additional Legal Rights: The compensation provided under these directives does not affect a borrower's rights to seek further compensation as per applicable laws. These guidelines, effective from December 1, 2023, aim to protect borrowers' rights and ensure a smoother, more accountable lending process. Financial institutions are now required to adhere to these regulations, enhancing the overall borrowing experience for consumers.

8. Process for Document dispatch post loan closure:

Ma.

3

Header	Remarks	Responsibility	TAT
Full Repayment/Settlement	Realisation of funds in MBHF Bank statement	Branch Operations and HO Accounts	T*
Dispatch of Original Documents	Original Documents and NOC dispatched to service branch	HO - Operations	T+25
Document Handover	Document will be handed over to customer	Branch Operations	T+29

- **T* refers to date of full repayment (realisation of funds in MBHF's Bank) and is applicable as per calendar days.**

[Handwritten signatures and initials in blue ink]