

APPLICATION FORM for HOME LOAN

For office use only

Branch: _____
Reference no.: _____
Received on: ___/___/___

Recent Photograph
of Applicant

Recent Photograph
of Co-Applicant

Personal Details

Information	Applicant	Co-Applicant
		Relation with Applicant: <input type="checkbox"/> Parent <input type="checkbox"/> Spouse <input type="checkbox"/> Other
First Name		
Middle Name		
Last Name		
Father's/Husband's Name		
Income Tax PAN No.* AADHAR No.*	<input type="text"/>	<input type="text"/>
Identification no.(tick any one)* <input type="checkbox"/> Passport no. <input type="checkbox"/> Voter ID <input type="checkbox"/> Driving License <input type="checkbox"/> UID	<input type="text"/>	<input type="text"/>
Date of Birth* and Gender	<input type="text"/> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	<input type="text"/> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender
Category	<input type="checkbox"/> Physical <input type="checkbox"/> Ex-Serviceman <input type="checkbox"/> Minority <input type="checkbox"/> Handicapped <input type="checkbox"/> None of these <input type="checkbox"/> SC/ST	<input type="checkbox"/> Physical <input type="checkbox"/> Ex-Serviceman <input type="checkbox"/> Minority <input type="checkbox"/> Handicapped <input type="checkbox"/> None of these <input type="checkbox"/> SC/ST
Educational Qualification*	<input type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> PG <input type="checkbox"/> Professional course <input type="checkbox"/> Other	<input type="checkbox"/> Undergraduate <input type="checkbox"/> Graduate <input type="checkbox"/> PG <input type="checkbox"/> Professional course <input type="checkbox"/> Other
Marital Status and No. of dependents in the household	<input type="checkbox"/> Single <input type="checkbox"/> Married No. of Dependents <input type="text"/>	<input type="checkbox"/> Single <input type="checkbox"/> Married No. of Dependents <input type="text"/>
Email address		
Phone details (STD code – Tel res.)	<input type="text"/>	<input type="text"/>
Mobile No.	<input type="text"/>	<input type="text"/>
Relative of Staff/ Director of bank?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Residential Address	Applicant	Co-Applicant
Residence Address* (Present)	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>
Residence Address* (Permanent) <input type="checkbox"/> Same as above	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>
Status of current residence	<input type="checkbox"/> Owned (Self/spouse/ dependent children) <input type="checkbox"/> Owned (Parents) <input type="checkbox"/> Rented by Self/Spouse <input type="checkbox"/> Leased by company/govt. <input type="checkbox"/> Other	<input type="checkbox"/> Owned (Self/spouse/ dependent children) <input type="checkbox"/> Owned (Parents) <input type="checkbox"/> Rented by Self/Spouse <input type="checkbox"/> Leased by company/govt. <input type="checkbox"/> Other
Years at current residence*	<input type="text"/> Years <input type="text"/> Months	<input type="text"/> Years <input type="text"/> Months
Address for correspondence	<input type="checkbox"/> Current Residence <input type="checkbox"/> Permanent Residence <input type="checkbox"/> Office	<input type="checkbox"/> Current Residence <input type="checkbox"/> Permanent Residence <input type="checkbox"/> Office

*Supporting documents duly signed by the applicant should be attached

Work and Financial Details

Information	Applicant	Co-Applicant		
Employment Nature	<input type="checkbox"/> Salaried <input type="checkbox"/> Self employed <input type="checkbox"/> Professional <input type="checkbox"/> Other	<input type="checkbox"/> Salaried <input type="checkbox"/> Self employed <input type="checkbox"/> Professional <input type="checkbox"/> Other		
If professional	<input type="checkbox"/> CA <input type="checkbox"/> Doctor <input type="checkbox"/> Engineer/Architect <input type="checkbox"/> Lawyer <input type="checkbox"/> Small/Marginal farmer <input type="checkbox"/> Other agriculturist <input type="checkbox"/> Other	<input type="checkbox"/> CA <input type="checkbox"/> Doctor <input type="checkbox"/> Engineer/Architect <input type="checkbox"/> Lawyer <input type="checkbox"/> Small/Marginal farmer <input type="checkbox"/> Other agriculturist <input type="checkbox"/> Other		
Nature of Organization	<input type="checkbox"/> Govt./PSU <input type="checkbox"/> Public Ltd. Co. <input type="checkbox"/> Pvt. Ltd. <input type="checkbox"/> Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other	<input type="checkbox"/> Govt./PSU <input type="checkbox"/> Public Ltd. Co. <input type="checkbox"/> Pvt. Ltd. <input type="checkbox"/> Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other		
Period in Current Employment/ Business	<input type="text"/> <input type="text"/> Years <input type="text"/> <input type="text"/> Months	<input type="text"/> <input type="text"/> Years <input type="text"/> <input type="text"/> Months		
Total Employment/ Business Period	<input type="text"/> <input type="text"/> Years <input type="text"/> <input type="text"/> Months	<input type="text"/> <input type="text"/> Years <input type="text"/> <input type="text"/> Months		
Date of Retirement (If salaried)	<input type="text"/> <input type="text"/> Years <input type="text"/> <input type="text"/> Months	<input type="text"/> <input type="text"/> Years <input type="text"/> <input type="text"/> Months		
Name of Organization/Business	<input type="text"/>	<input type="text"/>		
Designation	<input type="text"/>	<input type="text"/>		
Office Address	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>		
Phone details (STD code – Tel off.)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> – <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> – <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
If Self Employed/Professional				
Income in last 3 Financial years*(Rs.) (As per Income Tax Return)	FY1 (20__ - 20__) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	FY 1 (20__ - 20__) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	FY 2 (20__ - 20__) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	FY 2 (20__ - 20__) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	FY 3 (20__ - 20__) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	FY 3 (20__ - 20__) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
If Salaried/Other				
Annual Income* (Rs.)	Gross <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Gross <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	Net <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Net <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Spouse's financial information*	<input type="checkbox"/> IT assessee & paid tax last yr <input type="checkbox"/> Earns but not formally <input type="checkbox"/> IT assessee but no tax paid <input type="checkbox"/> Does not earn	<input type="checkbox"/> IT assessee & paid tax last yr <input type="checkbox"/> Earns but not formally <input type="checkbox"/> IT assessee but no tax paid <input type="checkbox"/> Does not earn		
Bank Account Details (Details of PNB a/c if applicable)				
	Account I	Account II	Account I	Account II
Name of Bank	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Branch	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
A/c No. (details of salary a/c. for salaried)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Statement of Assets and Liabilities*

Information	Applicant	Co-Applicant
Assets		
Immovable Properties	Amount (Rs.)	Amount (Rs.)
Building/House	<input type="text"/>	<input type="text"/>
Land	<input type="text"/>	<input type="text"/>
Movable Properties		
Cash	<input type="text"/>	<input type="text"/>
Deposits with banks	<input type="text"/>	<input type="text"/>
Investment in government securities	<input type="text"/>	<input type="text"/>
Others	<input type="text"/>	<input type="text"/>
Total	<input type="text"/>	<input type="text"/>

*Supporting documents duly signed by the applicant should be attached

Statement of Assets and Liabilities (Contd.)*

Information	Applicant	Co-Applicant
Liabilities		
Outstanding Loans/Advances	Amount (Rs.)	Amount (Rs.)
Bank(s)	<input type="text"/>	<input type="text"/>
Employer	<input type="text"/>	<input type="text"/>
Provident Fund	<input type="text"/>	<input type="text"/>
Relatives and Friends	<input type="text"/>	<input type="text"/>
Others	<input type="text"/>	<input type="text"/>
Total	<input type="text"/>	<input type="text"/>
Net Worth (Actual in Rs.) (Assets-Liabilities)	<input type="text"/>	<input type="text"/>
Information about other Loans taken (including previous loans from PNB)		
Total Loan Limit (Rs.)	<input type="text"/>	<input type="text"/>
Total Monthly Repayment (Rs.)	<input type="text"/>	<input type="text"/>
Whether Regular	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Proposed Loan Details

Information	Applicant	
Purpose for which loan is required (Details as per enclosure 'A' or 'B')	<input type="checkbox"/> Purchase of Plot/land <input type="checkbox"/> Construction of house <input type="checkbox"/> Purchase of Built house/Residential flat/under construction <input type="checkbox"/> Carrying out Repairs/Renovation/Addition/Alteration to existing house/flat <input type="checkbox"/> Take over loan from other bank/FI	
Total Cost of house/flat/construction and Applicant's contribution/Margin	Total Cost (Rs.) <input type="text"/>	Applicant's contribution/ Margin (Rs.) <input type="text"/>
Loan Amount applied (Rs.) and Rate of Interest option	<input type="text"/>	<input type="checkbox"/> Floating <input type="checkbox"/> Fixed
Repayment Period proposed	<input type="text"/> Years <input type="text"/> Months	Moratorium/Holiday Period: <input type="text"/> Months
Monthly Installment	Mode <input type="checkbox"/> Advance Cheques <input type="checkbox"/> Standing Instructions <input type="checkbox"/> Electronic Clearing System	

Other Information

Information	Applicant/Co-Applicant	
Collateral security proposed	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes	Type of collateral <input type="checkbox"/> Property <input type="checkbox"/> NSC/LIC <input type="checkbox"/> Policy/Govt. Security <input type="checkbox"/> Shares <input type="checkbox"/> Others Value of collateral (Rs.) <input type="text"/>	
Guarantor Available	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, then furnish details in Part II
Pending court cases of Banks/Financial Institutions against Applicants/ As Partners/As Director:	<input type="checkbox"/> Yes <input type="checkbox"/> No (Enclose details on an annexure, if needed)	

Reference Details

	Reference I	Reference II
Name	<input type="text"/>	<input type="text"/>
Address	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>	<input type="text"/> City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>
Mobile No./Telephone	<input type="text"/>	<input type="text"/>

*Supporting documents duly signed by the applicant should be attached

I/We hereby request for a loan as above and declare that: The information given in the loan application is true and nothing has been concealed. The undersigned undertakes to inform the Bank any change in my residence/office address and to provide any further information that the Bank may require. The undersigned has been informed of the charges/fee to be levied by the Bank and agrees to pay upfront fee, documentation charges, etc. as applicable and charged by the bank. The undersigned hereby agree to be bound by these terms and conditions or by the revised additional terms and conditions which may at any time hereafter be made while the loan obtained by me/us is still outstanding. I have read the attached Most Important Terms and Conditions (MITC) annexed to the application form carefully and agree to the same.

Yours faithfully,

Signature of Applicant: _____

Signature of Co-Applicant: _____

Name of Applicant: _____

Name of Co-Applicant: _____

Date:

Date:

Place:

Place:

Note: In case there is more than one co-applicant, he/she should fill up another form.

ACKNOWLEDGEMENT

*Sl. No. _____

Date: _____

Received application from Mr/Ms/M/S _____ for a _____ R/O/Office at _____ for a _____ (Type of Loan) loan/limit of Rs. _____ for _____ (State the purpose). The loan application will be disposed-off and acceptance/ rejection would be intimated within _____ days from date of receipt of completed application form with supporting documents.

Serial number and date of the acknowledgement should be quoted in all future correspondence.

(Seal of the Receiving Branch)

Officer/Manager (Loans)/Incumbent

ENCLOSURE - 'A'

ADDITIONAL INFORMATION REQUIRED TO BE GIVEN IF THE LOAN IS REQUIRED FOR CONSTRUCTION OF A HOUSE OR FOR CARRYING OUT REPAIRS/RENOVATION/ADDITION /ALTERATION TO THE HOUSE/FLAT

(* applicable only in case of carrying out repairs/renovation/addition /alteration to the house/flat)

1.	Purchase price/acquisition cost of land: (Please attach attested copy of sale deed /lease deed)	
2.	Address, location & surroundings of the house/flat (a rough plan indicating the location and surroundings of the house should be attached)	
3.	Name & Address of the seller(s) /dealer/Housing Society to whom the payment is to be made	
4.	Area of land (sq.metres)	
5.	Proposed built up area	
6.	Estimated cost of construction OR repairs/renovation/addition/alteration (Estimate from qualified Engineer/ Architect be attached)	
7.	Particulars of construction OR particulars of repairs /renovation/ addition/alteration be given (Plan approved by the competent authority be attached)	
8.	Purchase price/original cost of house/flat as per the sale/title deed in case the house was constructed by the present owner, the purchase price of the plot and cost of construction of the house should be separately stated. (Please attach a certified copy of the sale/title deed) *	
9.	Present market value of the house/flat *	
10.	Whether the plot is free hold or lease hold (In case the plot is lease hold, please state whether the lessee is authorised to mortgage the house - copy of the letter of authority from the lessor be attached)	
11.	Has sanction for construction from the Competent authority been obtained? (If yes, give details and attach copy of plan duly approved by Municipal Body / Corporation concerned)	
12.	Whether the plot on which construction or House on which repairs/renovation/addition/alteration is proposed is free from all encumbrances whatsoever (Attach non encumbrance certificate)	
13.	Whether the place where the property is/will be situated is served by some Municipal Body/other agency?	
14.	Any other information	

ENCLOSURE - 'B'

ADDITIONAL INFORMATION REQUIRED TO BE GIVEN IF THE LOAN IS REQUIRED FOR PURCHASE OF A BUILT HOUSE / RESIDENTIAL FLAT/UNDER CONSTRUCTION OR IF THE LOAN IS BEING TAKEN OVER FROM ANOTHER BANK/FI

1.	Address, location and surroundings of the house proposed to be purchased (Please attach a map/plan of the house)	
2.	Name & Address of the seller(s) /dealer/Housing Society to whom the payment is to be made	
3.	Covered area of house/flat	
4.	Year in which the house/flat was Constructed /allotted	
5.	Whether completion certificate from the competent authority obtained (If yes, attach copy)	
6.	Name & address of the present owner of the house / flat (Attach proof)	
7.	The price at which the house/flat is proposed to be purchased (Attach copy of agreement to sell / letter of allotment)	
8.	Whether the house is built on a lease hold plot. If so, whether authority to mortgage the house is available to the lessee (copy of letter of authority from the lessor be attached)	
9.	In case lease hold property is intended to be purchased on power of attorney/agreement to sell basis (attach proof): (a) Whether the vendor is original allottee of the house/flat: (b) Whether the development authority/housing board, etc. which allotted the property to vendor has a scheme in force for conversion of lease hold property into free hold property (c) Whether vendor is in possession of property	
10.	Whether the place where the property is/will be situated is served by some Municipal Body/other agency?	
11.	Whether the house proposed to be purchased is free from all encumbrances whatsoever (attach non encumbrance certificate)	
12.	Please provide the following details in case of a take-over loan only	Name of Bank/FI from which loan is being taken over:
		Limit (Rs.):
		Present Outstanding (Rs.):

Place:

Date:

Signature of the applicant(s)

Recent Photograph
of Guarantor

Part II GUARANTOR INFORMATION

Personal and Employment Details

Personal Details				Employment Details			
First Name				Employment Nature <input type="checkbox"/> Salaried <input type="checkbox"/> Self employed <input type="checkbox"/> Professional <input type="checkbox"/> Other			
Middle Name				If professional <input type="checkbox"/> CA <input type="checkbox"/> Doctor <input type="checkbox"/> Engineer/Architect <input type="checkbox"/> Lawyer <input type="checkbox"/> Small/Marginal farmer <input type="checkbox"/> Other agriculturist <input type="checkbox"/> Other			
Last Name							
Father's/Husband's Name				Nature of Organization <input type="checkbox"/> Govt./PSU <input type="checkbox"/> Public Ltd. Co. <input type="checkbox"/> Pvt. Ltd. <input type="checkbox"/> Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other			
Income Tax PAN No.*				Period in Current Employment/Business <input type="checkbox"/> <input type="checkbox"/> Years <input type="checkbox"/> <input type="checkbox"/> Months			
AADHAR No. *				Name of Organization, Designation and Address City: <input type="text"/> State: <input type="text"/> Pin: <input type="text"/> Country: <input type="text"/>			
Identification no.(tick any one)* <input type="checkbox"/> Passport no. <input type="checkbox"/> Voter ID <input type="checkbox"/> Driving License <input type="checkbox"/> UID							
Date of Birth* and Gender	dd/mm/yyyy <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender						
Educational Qualification and Relationship with applicant	<input type="text"/> <input type="checkbox"/> Spouse <input type="checkbox"/> Parents <input type="checkbox"/> Son/Daughter <input type="checkbox"/> Other						
Email Id							
Address		Current Residence Address*		Permanent Address			
Address		<input type="text"/>		<input type="text"/>			
		City: <input type="text"/> State: <input type="text"/>		City: <input type="text"/> State: <input type="text"/>			
		Pin: <input type="text"/> Country: <input type="text"/>		Pin: <input type="text"/> Country: <input type="text"/>			
Phone details (STD code – Number)		<input type="text"/>		Mobile No: <input type="text"/>			

Financial Details

Information	Guarantor	
Is he/she an Income tax payee	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Total Income in last 2 Financial years (Rs.)	FY 1 (20__ - 20__) <input type="text"/>	FY 2 (20__ - 20__) <input type="text"/>
Bank Account Details (Existing customer should give details of PNB account)		
Name of Bank	<input type="text"/>	Branch <input type="text"/>
A/c No. (details of salary a/c. for salaried)	<input type="text"/>	

Statement of Assets and Liabilities*

Liabilities		Assets	
Outstanding Loans/Advances	Amount (Rs.)	Immovable Properties	Amount (Rs.)
Bank(s)	<input type="text"/>	Building/House	<input type="text"/>
Employer	<input type="text"/>	Land	<input type="text"/>
Relatives /Friends	<input type="text"/>	Movable Properties	
Provident Fund	<input type="text"/>	Cash	<input type="text"/>
		Deposits	<input type="text"/>
		Investment in govt. securities	<input type="text"/>
Others	<input type="text"/>	Others	<input type="text"/>
Total	<input type="text"/>	Total	<input type="text"/>
Net Worth (Actual in Rs.)	<input type="text"/>		

*Supporting documents duly signed by the guarantor should be attached

Having fully apprised myself of the particulars submitted in loan application dated..... for (mention purpose) loan of Rs.to be considered by the bank to Shri/Smt/Miss Son/Wife/ Daughter of Shri I have agreed to furnish my guarantee for repayment of the loan. I hereby declare that I know the above mentioned applicant(s) very well for the last.....no. of years. The information furnished by me is true and correct to the best of my knowledge and belief.

Yours faithfully,

Signature of Guarantor: _____

Name of Guarantor: _____

Date:

Place:

Note: In case there is more than one guarantor, he/she should fill up another form (Part-II Guarantor Information).

MOST IMPORTANT TERMS & CONDITIONS

Retail Banking Division (Advances)

1. Interest:

a) Interest whether floating type or fixed type will be charged in the account as per sanction. Reset of interest will be as per stipulated in the sanction. Interest is to be calculated on daily balance due to the Bank so long as the amount due from the borrower is not paid in its entirety and the same will form part of the principal and carry interest at the applicable rate at monthly rests.

b) All floating loans/credit facilities linked with MCLR are subject to Reset clause. On Reset date, the interest rate may change and if the same is not acceptable to the borrower, the outstanding term loan shall have to be adjusted in full, failing which the bank would charge the revised interest rate from the date of reset.

c) If the bank chooses to revise the interest rate due to the reset clause, and in case, the borrower is not agreeable with the proposed rate fixed at the time of reset or no consensus is arrived at mutually on rate of interest to be charged from the reset date, pre-payment option may be exercised by the borrower for discontinuation of the loan. In such an eventuality, no pre-payment penalty will be levied which will provide a comfort to the good corporate borrowers. However, a reasonable time of not more than one month shall be given to the borrower to make arrangement for repaying the bank's loan. After expiry of the stipulated period, the interest rate as fixed by the bank shall be charged.

d) The bank will make efforts to keep its borrowers' informed of any change in interest rates through the official website (www.pnbindia.in) , annual statement of accounts, display in its offices and general announcements from time to time.

2. Penal Interest:

Penal Interest @2% will be levied in the account in case of:

- a. Non-payment of any installment of principal and/or interest, costs and other charges due, on the amount in default from the date of default; or
- b. Any irregularity in the Loan account; or
- c. Default in Furnishing information as prescribed/called for by the Bank; or
- d. Diversion or siphoning of the Loan amount; or
- e. Default in creation of security within the stipulated time; or
- f. Non-compliance of any of the terms & conditions of this Agreement; or
- g. Any other case as the Bank may deem fit.

3. Margin/ Promoter's contribution:

The applicant should bring in their entire contribution before release of the Loan or in the manner otherwise provided in the sanction. Further, it should also be ensured that margin stipulated is maintained / provided at each stage of disbursement.

4. Fee & other Charges: Fees and other charges as applicable on application/ during the currency of the loan/ conversion charges for switching

a) All service charges viz. Upfront Fees/ processing Fees, Documentation Charges, Inspection charges etc. will be charged from the applicant as per sanction before release of credit facilities.

b) All other event based charges like legal fees, charges for dishonour of cheques/ NACH mandate/ standing instructions, charges for drawing of Credit Information Report from Credit Information Companies like CIBIL etc., registration of charge with CERSAI in case of mortgage of property etc. will be recovered from the applicant immediately on occurring of the event.

c) Processing Fee paid by the Customer for availing the loan is non-refundable.

5. Repayment of loan: Loan to repaid in Equated Monthly Instalments (EMI) or as stipulated in the sanction if otherwise.

6. Security: The loan will be secured by mortgage of/ hypothecation of/ charge on assets purchased through bank funds in case of primary security and/or assets in case of collateral security, within the stipulated time period as specified in the sanction. Personal guarantee if any, will be obtained as per sanction.

7. Insurance:

a) The borrower shall get the assets, mortgaged/ hypothecated/ charged to the bank, insured against all risks at their own cost with usual bank clause. A copy of the insurance policy will be kept on bank's records also.

b) In case the same is not complied with, the bank will get the same insured and cost recovered from the borrower.

c) The Borrower may avail health and/or life insurance cover for himself with the Bank as the sole beneficiary under the policy / policies.

5. Disbursement:

a) The borrower shall submit all relevant documents as mentioned in the Sanction Letter/Loan Agreement before disbursement.

b) The borrower will intimate the Bank of any change in his employment/contact details.

c) The borrower will request for disbursement of the loan in writing (as per the manner prescribed by Bank).

d) The payments will preferably be made directly to vendor/ seller from whom the applicant proposes to purchase the asset. Original bills/cash memos for all the assets financed by bank/ payments made by the bank, shall be submitted by the borrower to be placed on bank's record.

e) In case of housing loan, the Loan will be released in stages as per physical progress of the project. Before actually disbursing the loan, the Branch Head must satisfy that the borrower has contributed the required margin for the loan. In case of housing loan for construction of house, payment will preferably be made directly to the suppliers.

f) Before disbursement of Loan, applicant to ensure that all necessary statutory and other approvals/permissions have been obtained.

g) Loan will be utilised strictly for the purpose as per sanction. Deviation if any, will be treated as non-compliance.

h) Borrower to comply with all preconditions for disbursement of the loan as mentioned in the Sanctioned Letter.

6. Recovery of dues:

- a) Customers have been 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/ Instalment regularly on due date.
- b) On non-payment of EMI/ Instalment by the due dates, Bank shall remind the customers by making telephone calls, sending written intimations by post and electronic medium or by making personal visits by Bank's authorized personnel at the addresses provided by the customer. Costs of such calls/communication /visits shall be recovered from the customer.
- c) Notwithstanding what is stated herein, it shall be the liability of the customer to ensure that the EMIs/ Instalments are regularly paid on the due dates.
- d) Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited (CIBIL) or any other licensed bureau on a 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.
- e) The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective law.
- f) Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

7. Customer Service: Customer Service Queries including requirement of documents can be addressed to the Bank through the following channels:

- i) Write to the branch or contact us through toll free number 1800-180-2222 / 1800-103-2222 / 0120-2490000 (toll free).
- ii) Contact the branch within the working hours for:
 - a. Photo Copies of loan documents, which can be provided in 7 working days from date of placing request. Necessary administrative fee shall be applicable.
 - b. Original documents namely Title Deed of Property, Registration Certificate etc. will be returned within 10 working days from the date of closure of loan.
 - c. Loan Account statement (time line): Within 3 working days of the receipt of request.

8. 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) Borrower can meet or write to the Branch Head of the concerned branch or
- b) The Borrower can complain to customer care through our website: www.pnbindia.in or email at care@pnb.co.in or Mobile Application "wecare" (can be downloaded through Google Playstore) or through Internet Banking/ Mobile Banking or
- c) In case the grievance remains unresolved beyond a period of 15 days, the borrower may escalate the matter to Principal Nodal Officer, Punjab National Bank, Customer Care Division, Head Office, 5, Parliament Street, New Delhi 110001.

**The above list is illustrative and may vary on case to case basis.

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