



**FAIR PRACTICE CODE**

**OF**

**PNB HOUSING FINANCE LIMITED**

## Table of Contents

### Contents

I. APPLICATION OF THE FPC.....	3
II. APPLICATION FOR LOANS AND THEIR PROCESSING .....	3
III. LOAN APPRAISAL, TERMS /CONDITIONS & COMMUNICATION OF REJECTION OF LOAN APPLICATION .....	3
IV. DISBURSEMENT OF LOANS INCLUDING CHANGES IN TERMS AND CONDITIONS .....	4
V. Release of Movable/ Immovable Property Documents on Repayment / Settlement of Personal Loans .....	5
VI. RESPONSIBILITY OF BOARD OF DIRECTORS .....	5
VII. COMPLAINTS AND GRIEVANCES .....	6
VIII. LANGUAGE AND MODE OF COMMUNICATING FAIR PRACTICE CODE .....	7
IX. REGULATION OF EXCESSIVE INTEREST CHARGED BY HFCs .....	7
IX.A Penal Charges in Loan Accounts .....	7
XI. ADVERTISING, MARKETING AND SALES .....	9
XII. Guarantors .....	10
XIII. Privacy & Confidentiality .....	10
XIV. Fixed Deposits .....	10
XV. Loan facilities to the physically/ visually challenged .....	11
XV. GENERAL.....	12

### Summary of Version History

<b>Policy approved by</b>	Board of Directors
<b>Policy drafted by</b>	Head –Operations & Customer Service
<b>Last Date of Renewal of Policy</b>	2011 /V1.0 January 2017/V2.0 November 2019/V3.0 October 28, 2020/V4.0 February 02, 2022/V5.0 August 19, 2023/V6.0 December 18, 2024/V7.0
<b>Current Revision Date/No</b>	February 27, 2026 /V8.0

## **FAIR PRACTICE CODE**

PNB Housing Finance Limited (“the Company”) has amended and adopted the Fair Practice Code (FPC) pursuant to the Reserve Bank of India (Housing Finance Companies) Directions, 2025 and Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025 dated November 28, 2025.

Keeping in view the guidelines stipulated by the RBI in its said directions, the Company has amended the Fair Practice Code in which principles has been carved out for fair practices/standards that the Company shall follow while dealing with its customers to build strong relationship and foster confidence. This Code shall supersede the earlier Fair Practice Code with effect from the approval of the Board of Directors of the Company.

### **I. APPLICATION OF THE FPC**

This Code would apply to all the products and services, whether they are provided by the Company, its subsidiaries or Digital Lending Platforms (self-owned and/or under an outsourcing arrangement) across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method.

### **II. APPLICATION FOR LOANS AND THEIR PROCESSING**

- i. All communications to the borrower shall be in the vernacular language or a language as understood by the borrower.
- ii. The Company shall transparently disclose to the borrower all information about fees/ charges payable for processing the loan application, the amount of fees refundable if loan amount is not sanctioned/ disbursed, pre-payment options and charges, if any, penal charge, if any, conversion charges for switching loan from fixed to floating rates or vice-versa, existence of any interest reset clause and any other matter which affects the interest of the borrower. In other words, the Company shall disclose ‘all in cost’ inclusive of all charges involved in processing/ sanctioning of loan application in a transparent manner. It shall also be ensured that such charges/ fees are non-discriminatory.
- iii. Loan application forms shall include necessary information which affects the interest of the borrower, so that a meaningful comparison with the terms and conditions offered by other HFCs can be made and informed decision can be taken by the borrower. The loan application form shall indicate the list of documents required to be submitted with the application form.
- iv. The Company shall devise a system of giving acknowledgement for receipt of all loan applications. The time frame for disposal of loan applications shall also be indicated in the acknowledgement.

### **III. LOAN APPRAISAL, TERMS /CONDITIONS & COMMUNICATION OF REJECTION OF LOAN APPLICATION**

- i. Normally all particulars required for processing the loan application shall be collected by the Company at the time of application. In case it needs any additional information, the customer shall be told immediately that he would be contacted again.

- ii. The Company shall convey in writing to the borrower in the vernacular language or a language as understood by the borrower by means of sanction letter or otherwise, the amount of loan sanctioned along with all terms and conditions including annualized rate of interest, method of application, EMI Structure, prepayment charges, penal charge (if any) and keep the written acceptance of these terms and conditions by the borrower on its record.
- iii. The Company shall provide a Key Facts Statement (KFS) to all prospective borrowers to help them take an informed view before executing the loan contract, as per the standardised format. The KFS shall be written in a language understood by such borrowers. Contents of KFS shall be explained to the borrower and an acknowledgement shall be obtained that he/she has understood the same.
- iv. Further, the KFS shall be provided with a unique proposal number and shall have a validity period of at least three working days. The KFS shall also include a computation sheet of annual percentage rate (APR), and the amortization schedule of the loan over the loan tenor. APR shall include all charges which are levied by the company.
- v. Company shall not charge any additional charges which are not mentioned in the KFS.
- vi. The KFS shall also be included as a part of the loan agreement.
- vii. The Company shall mention the penal charge in bold in the loan agreement.
- viii. The Company shall invariably furnish a copy of the loan agreement along with a copy of each of the enclosures quoted in the loan agreement to every borrower at the time of sanction/ disbursement of loans, against acknowledgement.
- ix. If the Company cannot provide the loan to the customer, it shall communicate in writing the reason(s) for rejection.

#### **IV. DISBURSEMENT OF LOANS INCLUDING CHANGES IN TERMS AND CONDITIONS**

- i. Disbursement shall be made in accordance with the disbursement schedule given in the Loan Agreement/ Sanction Letter.
- ii. The Company shall give notice to the borrower in the vernacular language or a language as understood by the borrower of any change in the terms and conditions including disbursement schedule, interest rates, penal charge (if any), service charges, prepayment charges, other applicable fee/ charges etc. the Company shall also ensure that changes in interest rates and charges are effected only prospectively and a suitable condition in this regard is also incorporated in the loan agreement.
- iii. If such change is to the disadvantage of the customer, he/ she may within 60 days and without notice close his/ her account or switch it without having to pay any extra charges or interest.
- iv. Decision to recall/ accelerate payment or performance under the agreement or seeking additional securities, should be in consonance with the loan agreement.
- v. The Company shall release all securities on repayment of all dues or on realization of the outstanding amount of loan subject to any legitimate right or lien for any other claim that the company may have against borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which the Company is entitled to retain the securities till the relevant claim is settled/ paid.

- vi. The company shall ensure to charge the interest to the borrower from the date of actual disbursement.

## V. Release of Movable/ Immovable Property Documents on Repayment / Settlement of Personal Loans

### i. Release of Property Documents

- a. The Company shall release all the original movable/ immovable property documents and remove charges registered with any registry within a period of 30 days after full repayment/ settlement of the loan account.
- b. The borrower shall be given the option of collecting the original movable/ immovable property documents either from the branch where the loan account was serviced or any other office of the company where the documents are available, as per her/ his preference.
- c. The timeline and place of return of original movable/ immovable property documents shall be mentioned in the loan sanction letters issued on or after December 1, 2023.
- d. In order to address the contingent event of demise of the sole borrower or joint borrowers, the company shall have a well laid out procedure for return of original movable/ immovable property documents to the legal heirs. Such procedure shall be displayed on the website of along with other similar policies and procedures for customer information.

### ii. Compensation for delay in release of Movable/ Immovable Property Documents:

- a. In case of delay in releasing of original movable/ immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, the Company shall communicate to the borrower reasons for such delay. In case where the delay is attributable to the company, it shall compensate the borrower at the rate of ₹5,000/- for each day of delay.
- b. In case of loss/ damage to original movable/ immovable property documents, either in part or in full, the company shall assist the borrower in obtaining duplicate/ certified copies of the movable/ immovable property documents and shall bear the associated costs, in addition to paying compensation. However, in such cases, an additional time of 30 days shall be available to the company to complete this procedure and the delayed period penalty shall be calculated thereafter (i.e. after a total period of 60 days).
- c. The compensation provided under these directions shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law.

The above clauses shall be applicable to all cases where release of original movable/ immovable property documents falls due on or after December 01, 2023.

## VI. RESPONSIBILITY OF BOARD OF DIRECTORS

- i. The Board of Directors of the Company has laid down the appropriate grievance redressal mechanism within the organization to resolve complaints and grievances. The mechanism ensures that all disputes arising out of the decisions of the Company's functionaries are heard and disposed of at least at the next higher level.
- ii. The Board of Directors of the Company shall quarterly review the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism at various levels of management. A consolidated report of such reviews shall be submitted to the Board on a quarterly basis, as may be prescribed by it.

## VII. COMPLAINTS AND GRIEVANCES

- a. The Company has a system and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices, including those received on-line. If a complaint has been received in writing from a customer, the Company shall endeavour to send him/ her an acknowledgement/ response within a week. The acknowledgement should contain the name and designation of the official who shall deal with the grievance. If the complaint is relayed over phone at the Company designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within 7 working days.
- b. After examining the matter, the Company shall send the customer its final response or explain why it needs more time to respond and shall endeavour to do so within six weeks of receipt of a complaint and he/ she shall be informed how to take his/ her complaint further if he/ she is still not satisfied.
- c. The Company has publicized its grievance redressal procedure (e-mail id and other contact details at which the complaints can be lodged, turnaround time for resolving the issue, matrix for escalation, etc.) for lodging the complaints by the aggrieved borrower and it is made available on the Company's website.
- d. The Company has clearly displayed in all its offices/ branches and on the website that in case the complainant does not receive response from the Company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints online on the website of NHB or through post to NHB, New Delhi.
- e. If the customer wants to make a complaint, he / she can do so:

Level 1	Level 2	Level 3	Level 4
<ul style="list-style-type: none"> <li>The customer may post their complaint to their branch office/ Branch business Head or by visiting company's website <a href="http://www.pnhousing.com">www.pnhousing.com</a>.</li> <li>The customer shall be responded within 7 working days from the date of complaint.</li> </ul> <p>Our Customer Relationship management Cell can be reached out through below modes:</p> <p>Customer care Number: 18001208800</p> <p>Customer care email id: <a href="mailto:customercare@pnbhousing.com">customercare@pnbhousing.com</a></p> <p>Website: <a href="http://www.pnhousing.com">www.pnhousing.com</a></p>	<ul style="list-style-type: none"> <li>If the customer is not satisfied with the resolution provided by the Business Head, the customer may post his/ her complaint to Regional Grievance Redressal Officers or GROs (at their respective email ids) the details of which shall be available on the website</li> <li>The customer shall be responded within 10 working days from the date of complaint.</li> </ul>	<ul style="list-style-type: none"> <li>In case the resolution is still not upto customers satisfaction, they may be approach the Nodal Officer by writing to <a href="mailto:nodalofficer@pnbhousing.com">nodalofficer@pnbhousing.com</a>/ <a href="mailto:executivedirector@pnbhousing.com">executivedirector@pnbhousing.com</a></li> <li>The customer shall be responded within 10 working days from the date of complaint.</li> </ul> <p><b>Alternatively,</b></p> <p>Customers may write to Grievance Redressal Officer at:</p> <p><b>PNB Housing Finance Limited</b> 9<sup>th</sup> Floor, Antriksh Bhawan, 22 Kasturba Gandhi Marg, New Delhi – 110001</p> <p><i>Note: - Please mention 'Grievance Redressal' on the top of the envelope.</i></p>	<ul style="list-style-type: none"> <li>In case of non-addressal of the complaint to the customer's satisfaction, within 30 days from the above quarters, the customer may approach National Housing Bank at the address given below:</li> <li><b>National Housing Bank,</b> Grievance Redressal Department, G-27, GNS Plaza, Block No. S-7/1, Site-IV, UPSIDA, Greater Noida, Uttar Pradesh – 201304</li> <li>The complainant can also approach the Compliant Redressal Cell by lodging complaint at <a href="https://grids.nhbonline.org.in">https://grids.nhbonline.org.in</a> <a href="http://www.nhb.org.in">www.nhb.org.in</a></li> </ul>

## VIII. LANGUAGE AND MODE OF COMMUNICATING FAIR PRACTICE CODE

Fair Practices Code (which shall preferably be in the vernacular language, or a language as understood by the borrower) based on the directions outlined hereinabove shall be put in place by the Company with the approval of the Board. The same shall be put up on the Company's website, for the information of various stakeholders.

## IX. REGULATION OF EXCESSIVE INTEREST CHARGED BY HFCs

- i. The Board of the Company shall adopt an interest rate model taking into account relevant factors such as cost of funds, margin and risk premium and determine the rate of interest to be charged for loans and advances. The rate of interest and the approach for gradation of risk and rationale for charging different rate of interest to different categories of borrowers shall be disclosed to the borrower or customer in the application form and communicated explicitly in the sanction letter. The Board of the Company shall also clearly lay down policy for penal charge/ charges (if any).
- ii. The rates of interest and the approach for gradation of risks, and penal charge (if any) shall also be made available on the website of the Company or published in the relevant newspapers. The information published in the website or otherwise published shall be updated whenever there is a change in the rates of interest.
- iii. The rate of interest - must be annualised rate so that the borrower is aware of the exact rates that would be charged to the account.
- iv. Instalments collected from borrowers shall clearly indicate the bifurcation between interest and principal.

### IX.A Penal Charges in Loan Accounts

- i. Penalty, if charged, for non-compliance of material terms and conditions of loan contract by the borrower shall be treated as 'penal charges' and shall not be levied in the form of 'penal interest' that is added to the rate of interest charged on the advances. Such charges shall include charge for delayed repayment, bounce charges and charge for non-submission of documents related to loan condition/security. There shall be no capitalisation of penal charges i.e. no further interest computed on such charges.
- ii. The company shall not introduce any additional component to the rate of interest and ensure compliance to RBI guidelines.
- iii. The Company shall follow the Board approved policy on penal charges or similar charges on loans,
- iv. The quantum of penal charges shall be reasonable and commensurate with the non-compliance of material terms and conditions of loan contract without being discriminatory within a particular loan / product category.
- v. The penal charges in case of loans sanctioned to 'individual borrowers, for purposes other than business', shall not be higher than the penal charges applicable to non-individual borrowers for similar non-compliance of material terms and conditions.

- vi. The quantum and reason for penal charges shall be clearly disclosed by the company to the customers in the loan agreement and most important terms & conditions / Key Fact Statement (KFS) as applicable, in addition to being displayed on the company's website under Interest rates and Service Charges.
- vii. Whenever reminders for non-compliance of material terms and conditions of loan are sent to borrowers, the applicable penal charges shall be communicated. Further, any instance of levy of penal charges and the reason therefor shall also be communicated.
- viii. The above instructions shall be implemented in respect of all the fresh loans availed from April 01, 2024 onwards. In the case of existing loans, the switchover to new penal charges regime shall be ensured on next review or renewal date falling on or after April 01, 2024.

## IX.B Reset of Floating Interest Rate on Equated Monthly Instalments (EMI) based Personal Loans

- i. At the time of sanction, the company shall clearly communicate to the borrowers about the possible impact of change in benchmark interest rate on the loan leading to changes in EMI and/or tenor or both. Subsequently, any increase in the EMI tenor or both on account of the above shall be communicated to the borrower immediately through appropriate channels.
- ii. At the time of reset of interest rates, company shall provide the option to the borrowers to switch over to a fixed rate as per their Board approved policy.
- iii. The borrowers shall also be given the choice to opt for (a) enhancement in EMI or elongation of tenor or for a combination of both options; and, (b) to prepay, either in part or in full, at any point during the tenor of the loan. Levy of foreclosure charges/ pre-payment penalty shall be subject to extant instructions.
- iv. All applicable charges for switching of loans from floating to fixed rate and any other service charges/ administrative costs incidental to the exercise of the above options shall be transparently disclosed in the sanction letter and also at the time of revision of such charges/ costs by the company. The applicable charges shall be as approved by the board and shall be displayed on the Company's website.
- v. Company shall ensure that the elongation of tenor in case of floating rate loan does not result in negative amortisation.
- vi. Company shall share / make accessible to the borrowers, through appropriate channels, a statement at the end of each quarter which shall at the minimum, enumerate the principal and interest recovered till date, EMI amount, number of EMIs left and annualized rate of interest / Annual Percentage Rate (APR) for the entire tenor of the loan.

## X. Pre-payment charges on loans

- i. For loans sanctioned or renewed on or before December 31, 2025:

In case of existing loans sanctioned or renewed on or before December 31, 2025, the company shall not levy pre-payment charges on any floating rate term loan sanctioned for purposes other than business to individual borrowers, with or without co-obligant(s).

ii. For loans sanctioned or renewed on or after January 1, 2026:

(1) For all floating rate loans granted for purposes other than business to individuals, with or without co-obligant(s), the company shall not levy pre-payment charges.

(2) For all floating rate loans granted for business purpose to individuals and Micro and Small Enterprises (MSEs), as defined in Micro, Small and Medium Enterprises Development (MSMED) Act, 2006, with or without co-obligant(s): the company shall not levy any pre-payment charges.

(3) The Directions at paragraphs (1) and (2) above shall be applicable irrespective of the source of funds used for pre-payment of loans, either in part or in full, and without any minimum lock-in period.

(4) Applicability of above Directions for dual/ special rate (combination of fixed and floating rate) loans shall depend on whether the loan is on floating rate at the time of pre-payment.

(5) In cases other than those mentioned at paragraphs (1) and (2) above, pre payment charges, if any, shall be as per the approved policy of the company. However, in case of term loans, pre-payment charges, if levied by the company, shall be based on the amount being prepaid.

(6) The company shall not levy any charges where pre-payment is effected at the instance of the company.

(7) The applicability or otherwise of pre-payment charges shall be clearly disclosed in the sanction letter and loan agreement. Further, in case of loans and advances where Key Facts Statement (KFS) is to be provided, the same shall also be mentioned in the KFS. No pre-payment charges which have not been disclosed as specified herein shall be charged by the company.

(8) The company shall not levy any charges / fees retrospectively at the time of pre-payment of loans, which were waived off earlier by the company.

## XI. ADVERTISING, MARKETING AND SALES

The Company shall ensure that;

- vii. All advertising and promotional material is clear, and factual.
- viii. In any advertising in any media and promotional literature that draws attention to a service or product and includes a reference to an interest rate, the Company shall also indicate whether other fees and charges shall apply, and that full details of the relevant terms and conditions are available on request or on the website.
- ix. The Company shall provide information on interest rates, common fees and charges (including penal charge, if any) through putting up notices in their branches; through telephone or help-lines; on the company's website; through designated staff/ help desk; or providing service guide/ tariff schedule.
- x. If the Company avails services of third parties for providing support services, it shall require that such third parties handle customer's personal information (if any available to such third parties) with the same degree of confidentiality and security as the Company would.
- xi. The Company shall, from time to time, communicate to customer's various features of their products. Information about their other products or promotional offers in respect of products/ services, may be conveyed to customers only if he/ she has given his/ her consent to receive such information/ service either by mail or by registering for the same on the website or on customer service number.
- xii. The Company shall apply/prescribe a code of conduct for their Direct Selling Agencies (DSAs) whose services are availed to market products/ services which amongst other matters require them to identify themselves when they approach the customer for selling products personally or through phone.

- xiii. The Company shall adopt the policy on Model Code of Conducts for Direct Selling Agents (DSAs)/ Direct Marketing Agents (DMAs) as per the approval of the Board.
- xiv. The Company shall review the conduct of DSAs/ DMAs annually. In the event of receipt of any complaint from the customer that the Company's representative/ courier or DSA has engaged in any improper conduct or acted in violation of this Code, appropriate steps shall be initiated to investigate and to handle the complaint and to make good the loss.

## XII. Guarantors

When a person is considering being a guarantor to a loan, he/ she shall be informed about:

- i. His/her liability as guarantor;
- ii. The amount of liability he/she shall be committing him/herself to the Company;
- iii. Circumstances in which the Company shall call on him/her to pay up his/her liability;
- iv. When the Company has recourse to his/her other monies in the Company if he/she fail to pay up as a guarantor;
- v. Whether his/her liabilities as a guarantor are limited to a specific quantum or are they
- vi. unlimited; and
- vii. Time and circumstances in which his/her liabilities as a guarantor shall be discharged as also the manner in which the Company shall notify him/her about this.
- viii. In case the guarantor refuses to comply with the demand made by the creditor /lender, despite having sufficient means to make payment of the dues, such guarantor would also be treated as a shallful defaulter.

The Company shall keep him/her informed of any material adverse change/s in the financial position of the borrower to whom he/ she stands as a guarantor.

## XIII. Privacy & Confidentiality

All personal information of present and past customers shall be treated as private and confidential and shall be guided by the following principles and policies. The Company shall not reveal information or data relating to customer accounts, whether provided by the customers or otherwise, to anyone, including other companies/ entities in their group, other than in the following exceptional cases:

- i. If the information is to be given by law.
- ii. If there is a duty towards the public to reveal the information.
- iii. If Company's interests require them to give the information to prevent fraud etc. Customer's information shall not be given to anyone, including other companies in the group for marketing purposes except with his/her permission.
- iv. If the Customer asks Company to reveal the information, or with the Customer's permission.
- v. If Company is asked to give a reference about a Customer, the Company shall obtain his / her written permission before giving it.

The customer shall be informed the extent of his/ her rights under the existing legal framework for accessing the personal records that the Company holds about him/ her.

The Company shall not use customer's personal information for marketing purposes by anyone including company, unless the customer specifically authorizes them to do so.

## XIV. Fixed Deposits

- a. Minimum lock-in period for all types of deposit shall be 3 months. The interest rates for prepayment of deposits are as under:

S. No.	Period for which deposit has run	Rate of interest
1.	Within three months subject to lock-in period requirements	No interest, provided that in the event of death of a depositor, the Company shall repay the public deposit prematurely, even within the lock – in period, to the surviving depositor/s in the case of joint holding with survivor clause, or to the nominee or the legal heir/s of the deceased depositor, on the request of the surviving depositor/s/ nominee/ legal heir, and only against submission of proof of death, to the satisfaction of the company, with interest at the contracted rate up to the date of repayment. Provided further that upon being satisfied, in order to meet certain expenses of an emergent nature, not more than 50% of the amount of principal sum or Rs. 5 lakhs, whichever is lower, can be paid before the expiry of 3 months from the date of acceptance of deposit, without interest. Provided further, in cases of critical illness (as per IRDAI (Health Insurance) Regulations, 2016), 100% of the amount of principal sum can be repaid prematurely, without interest. Explanation: Expenses of an emergent nature includes medical emergency or expenses due to natural calamities/ disaster as notified by the concerned Government/ authority.
2.	After three months but before or up to six months	The maximum interest payable shall be four percent per annum for individual depositor, and no interest in case of other depositors.
3.	After six months but before the date of maturity	The interest payable shall be one percent lower than the interest rate applicable to a public deposit for the period for which the deposit has run or if no rate has been specified for that period, then two per cent lower than the minimum rate at which the public deposits are accepted by the Company.

b. The deposits are accepted for fixed period by the Company and it is the responsibility of the depositor to renew the deposit from time to time. In absence of any instructions for renewal, the funds would be remitted to the depositor's bank account. If, however, the remittance is returned and is not claimed for 7 years, the overdue deposit shall be transferred to Investor Education & Protection Fund (IEPF) on completion of 7 years from due date of the deposit and thereafter, the depositor may claim for refund of the deposit directly from IEPF.

c. **Loans Against Fixed Deposits**

The company may grant a loan up to 75 per cent of the amount of public deposit to a depositor after the expiry of three months from the date of deposit at a rate of interest two percentage points above the interest rate payable on the deposit.

## XV. Loan facilities to the physically/ visually challenged

The company shall adopt the following illustrative guidelines for loan facilities to visually challenged applicant

- All products, services, facilities, etc. offered by the company shall be made available to visually impaired persons and shall be offered at all branches/ offices of the company.
- All products, services, facilities, etc. shall be made available to visually impaired customers as are offered to other customers and their impairment of vision should not be a criterion for sanctioning/ denying a loan.
- The company shall provide the same facilities to a visually impaired customer as it would to any other customer.

- d. The company shall follow the same procedure for extending products, services, facilities, etc. offered by them to a visually impaired customer as it does for its other customers.
- e. No additional burden of interest payment, collateral and other terms shall be imposed on the visually impaired customer.
- f. The company shall not equate visually impaired customers with illiterate customers.
- g. The company shall not deny any services to visually impaired customers including visually impaired customers who use their thumb impression. If necessary, company, at its discretion, may take a Declaration of Thumb Impression as an additional document from visually impaired customer.
- h. Additional facilities like reading and filling up of forms, slips, etc. shall be provided to a visually impaired customer. The Officer/ Manager of the branch/ office shall read out the rules of business and other terms and conditions in the presence of a witness, if required by the customer.
- i. Company shall allow the visually impaired customer to take a loan or avail any other facilities offered by them jointly with anybody that he/ she chooses including person(s) who is/are visually impaired.
- j. Visually impaired customers shall be allowed to appoint a person/persons as their Power of Attorney or Mandate Holder to operate their account, if the visually impaired customer so desires.
- k. The Officer/ Manager of the branch/ office shall inform a visually impaired customer/ prospective customer of his rights and liabilities before offering the product.
- l. The documentation requirements of a visually impaired customer shall be the same as any other customer. The account has to be clearly marked as "the account holder is visually impaired".
- m. The company shall provide a copy of all documents to visually impaired customer in digital form also, if required.
- n. The company shall provide a copy of the KFS and other Most Important Terms and Conditions (MITC) as applicable, to visually impaired customer in braille form or text readable PDF, if so desired by them.
- o. The company shall preferably provide Electronic Clearing Service (ECS) facility to the visually impaired customer.

## XV. GENERAL

- i. The Company shall refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement (unless information, not earlier disclosed by the borrower, has been noticed).
- ii. In case of receipt of request from the borrower for transfer of borrower account, the consent or otherwise i.e. objection of the Company, if any, shall be conveyed within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law.
- iii. Whenever loans are given, Company shall explain to the customer the repayment process by way of amount, tenure and periodicity of repayment. However, if the customer does not adhere to repayment schedule, a defined process in accordance with the laws of the land shall be followed for recovery of dues. The process shall involve reminding the customer by sending him/ her notice or by making personal visits and/or repossession of security if any.
- iv. In the matter of recovery of loans, Company shall not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use muscle power for recovery of loans etc. Company shall ensure that the staff is adequately trained to deal with the customers in an appropriate manner.
- v. The Company shall adopt the Policy for engaging Recovery Agents.
- vi. The Company shall not charge pre-payment levy or penalty on pre-closure of housing loans under the following situations:

- Where the housing loan is on floating interest rate basis and pre-closed from any source.
- Where the housing loan is on fixed interest rate basis and the loan is pre-closed by the borrower out of their own sources.

The expression “own sources” for the purpose means any source other than by borrowing from a bank/ HFC/ NBFC and/or a financial institution.

All dual/ special rate (combination of fixed and floating) housing loans shall attract the pre-closure norms applicable to fixed/ floating rate depending on whether at the time of pre-closure, the loan is on fixed or floating rate. In case of a dual/ special rate housing loans, the pre-closure norm for floating rate shall apply once the loan has been converted into floating rate loan, after the expiry of the fixed interest rate period. This applies to all such dual/ special rate housing loans being foreclosed. It is also clarified that a fixed rate loan is one where the rate is fixed for entire duration of the loan.

- vii. To facilitate quick and good understanding of the major terms and conditions of housing loan agreed upon between the Company and the individual borrower, Company shall obtain a document containing the Most Important Terms and Conditions (MITC) of such loan. The document shall be in addition to the existing loan and security documents being obtained by the Company. The Company shall prepare the said document in duplicate and in the language understandable by the borrower. Duplicate copy duly executed between the Company and the borrower should be handed over to the borrower under acknowledgement. The standard format of MITC in line with the regulatory guidelines shall also be made available on the website.
- viii. Display of various key aspect such as service charges, interest rates, Penal charge (if any), services offered, product information, time norms for various transactions and grievance redressal mechanism, etc. is required to promote transparency in the operations of the Company. Hence, Company shall display the instructions on “Branch Notice Board”, “Booklets/ Brochures”, “Website”, “Other Modes of Display”.
- ix. Company shall display about Products and Services offered by the Company in any of the following Languages: Hindi, English or the appropriate local Language.
- x. The Company shall not discriminate on the basis of Race, Caste, Gender, Marital Status, Religion, or Disability (visually impaired or physically challenged). However, the restrictions, as mentioned in the Loan Products, shall continue to apply.
- xi. The Company shall issue FPC/ MITC /KFS updated at every stage of loan processing covering schedule of charges, changes in terms and conditions etc. in the Company’s official website [www.pnbhousing.com](http://www.pnbhousing.com), besides displaying in the notice board of the branch. Company shall also provide a copy on request, either over the counter or by electronic communication or email. However, this does not preclude the Company from instituting or participating in schemes framed for different sections of the society.
- xii. Upon the specific request of the customer, the Company shall provide the facility of electronic transfer of loan proceeds through NEFT/RTGS to the account of the beneficiary/ builder/ vendor and the Company.
- xiii. The Company is having the customer portal facility in the website and the customer can access the accounts through such facility for obtaining Provisional/Final Interest Paid Certificate for IT purposes, Statement of Accounts etc, by properly registering the passwords.
- xiv. All the data/ documents pertaining to any account of the customer shall be preserved for at least 5 years after the business relationship has ended.
- xv. The customer should comply with the rules of Know Your Customer (KYC), Anti Money

Laundering (AML), as published on our website from time to time.

- xvi. The Company would promptly attend to any “lender-related” genuine difficulty/ies that the borrowers may face. The Company shall be concerned with sanction and disbursement of the loan, but shall not offer any warranty for the property/ property related issues and the borrower should satisfy himself with the title of the property, quality of the construction, progress of the project etc.
- xvii. It is the borrower’s responsibility to register the correct postal address, E-mail ID, Telephone Number and Mobile Number and any other means of communication with the Company.
- xviii. Request for reduction of EMI shall be considered if any pro-rata reduction in the amount of EMI at the specific request of the borrower on account of bulk/ lump sum pre-payment of the loan by the borrower to keep the same tenure of the loan. In respect of Prepayment, customer shall have the option of reduction in EMI only in cases where such prepayment is equivalent to minimum 5 EMIs.
- xix. Whenever there is any upward revision in ROI, the Company shall increase the loan tenure upto maximum permissible age. Company shall inform, the borrower of the changes in his loan account and balance loan tenure. Borrower shall have the options –
- i) to pay the applicable enhanced EMI prospectively or
  - ii) Pay applicable lump sum prepayments and continue same EMI or
  - iii) Continue same EMI and extend the tenure of the loan.
  - iv) to switch to fixed rate structure with applicable fee
- It shall be the responsibility of the borrower to visit/ contact the branch for either of the above, post the communication /changes in interest rate.
- xx. Whenever downward revision is effected in the ROI (card rates) for loans, same is applicable for new loans granted prospectively. In respect of old loans, subject to the applicable terms, borrowers shall have the option of availing the benefit of reduced interest rate by switching over to the latest Company’s housing finance rate (PNBRRR) and reset of ROI mode by paying a nominal fee and completion of few formalities.
- xxi. This Policy shall be reviewed annually or at earlier intervals by the Board of Directors of the Company.
- xxii. To publicize the Code, the Company shall:
- Provide existing and new customers with a copy of the FPC;
  - Make this Code available on request either over the counter or by electronic communication or mail;
  - Make available this Code at every branch and on their website; and
  - Ensure that their staffs are trained to provide relevant information about the Code and to put the Code into practice.