CLIX HOUSING FINANCE LIMITED

POLICY ON INTEREST RATE &
THE MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Approved by: The Board of Directors

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THE MOST IMPORTANT TERMS AND CONDITIONS (MITC)

The Most Important Terms and Conditions (MITC) of the loan [other than KFS] between the Borrower/s and CLIX Housing Finance Limited (Formerly "Clix Housing Finance Pvt Ltd"), a Company incorporated under the Companies Act, 2013 and having its registered office at W2/14, 1st Floor, West Patel Nagar, Delhi, 110008, hereinafter called "CLIX or the Company" are mentioned below and are to be read and understood in conjunction with the terms contained in the Sanction Letter and the Loan Agreement and other documents which you have executed with CLIX (collectively referred as 'Transaction Documents'). The MITCs mentioned here are merely indicative and not exhaustive. The loan shall be governed by the Transaction Documents including the Loan Agreement.

Major terms and conditions of the housing loan other than Key Fact Statement (KFS) as agreed to between Borrower and the Clix Housing Finance Limited (Lender) are as under:

1. **Loan: As defined in the Loan Agreement, please read the Schedule to the Loan Agreement carefully for specific details.**

Rate of Interest and Approach for gradation of risk

The Company adopts a risk-based approach for determining interest rates. Rates vary based on factors such as credit score, repayment history, loan amount, tenor, and collateral quality. Borrowers are graded under an internal risk model, and a credit risk premium may be applied according to the risk category. All pricing decisions comply with RBI guidelines and are transparently disclosed to borrowers at sanction and on any change.

(a) Variable Rate Home Loans:

Under this option the applicable rate of interest is linked to CLIX Housing Prime Lending Rate ("CHPLR"). The applicable rate of interest on the loan will be revised/reset every three months from the month of change in CHPLR i.e. the interest rate on the loan may change with the changes in CLIX's CHPLR. CLIX's CHPLR is dependent on the interest rates prevailing in the market and may therefore increase or decrease depending on prevailing interest rates in the market. CLIX CHPLR is updated on https://www.clix.capital/clixhousing/our-policies/ ("Website") for your information.

(b) Fixed Rate Home Loan:

Interest on the loan is charged at the prevailing fixed rate of interest.

(c) Combination Loans:

Combination loans means the rate of interest applicable on the loan, which is Fixed in nature for a determined duration of the tenure as offered by CLIX and thereafter converts to a Variable Rate Home Loan.

(d) Conversion:

Customers can opt to switch between schemes or change spread by paying a nominal conversion fee.

For more details on the fee applicable for conversion, please refer to the latest fees and charges (Schedule of Charges) updated on our website https://clixhousing.com/

Tenure: The loan can be repaid generally over a maximum period of 25 years [+ 5 years in case of increase in Wing-to-Wing Tenor (in yrs) - to accommodate increase in Rate] subject to the Borrower's age at loan maturity, risk profile, age of the property and the specific product availed by the Borrower.

2. **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 CLIX.

Details of the property mortgaged	
Guarantee/Name of the Guarantor(s)	
Details of other security, if any	

3. **Insurance of property/borrower:** The borrower shall be vigilant and s/he 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 commotion, etc, on his own from time to time. The Borrower shall pay the premium amounts promptly and regularly so as to keep the policy/policies alive at all times during the said period.

(Note: Value-added products are offered solely on a solicitation basis, and the Borrower has voluntarily chosen to consider them. Clix's role is limited to facilitating the Borrower's request to apply for such products from third-party service providers. Clix does not provide any warranty or representation regarding these products, their terms and conditions, benefits, or the processing of claims/services by the third party. Clix bears no responsibility for acceptance or rejection of applications, claims, or the manner in which such claims/services are handled.

Any grievances related to these products must be addressed directly with the respective service provider.)

4. Conditions for disbursement of the loan

a) Submission of all relevant documents as mentioned by CLIX in the sanction letter/ Loan Agreement and any other loan document.
b) Legal & technical assessment of the property.
c) Clear, marketable and unencumbered title of the property offered as security.
d) Payment of own contribution by the Borrower (total cost of property/unit less the loan amount), as specified in the sanction letter. In case of any alternative arrangement based on a specific product being offered by CLIX the same shall be informed to and acknowledged by the Borrower.
e) Providing adequate utilization proof as desired by CLIX.
f) Understanding by the customer to regularly provide to CLIX all information, including details regarding progress/delay in construction, any major damage to the property, change in employment/contact details, non-payment of taxes and statutory levies and charges, as may be applicable from time to time pertaining to property, etc.
g) The construction is being undertaken as per the approved plans.
h) The customer has satisfied himself/herself that required approvals for the project have been obtained by the developer.
i) All required approvals for the property have been obtained and are available with the seller in case the property is being purchased in resale.
j) Furnish the End use certificate in a manner and form that Clix deems necessary.

5. Repayment of Loan and Interest

a) Pre-EMI / Broken-Period (BPI) interest is payable every month from date of each disbursement up to the date of commencement of EMI.

b) The loan is repaid by way of Equated Monthly Installments (EMI), which comprises of both principal repayment and interest component calculated on the outstanding principal. Interest shall be calculated on monthly reducing basis.

c) Pre-EMIs and EMIs shall be repaid through the National Automated Clearing House (NACH) or any other repayment mode as set out in the loan agreement or any other loan document or in such manner and at such place, as may be agreed between the Borrower and Clix.

d) Clix may, at the request of the Borrower in writing, agree to change the repayment mode.

e) Clix may revise Rate of Interest (ROI) or EMI if there is a change in CHPLR or due to prevailing market conditions. The borrower will receive prior intimation before any such change is implemented. For example, if CHPLR increases by 0.50%, applicable ROI may also increase by the same margin, which could result in a higher EMI or an extended loan tenure.

6. Prepayment/ Foreclosure Charges

Borrower Type	Purpose	Variable Interest Rate	Fixed Interest Rate
Individuals only	Housing/Personal (non-business)	Nil	1. Nil in case loan is pre-paid through Own Sources** 2. In case prepaid through refinance from a Bank/HFC/NBFC or financial institution 4% + applicable Taxes 6% + applicable Taxes in case loan is prepaid within 24 months of first disbursement Applicable on the outstanding amount being prepaid including all amount pre-paid during the given financial year
Individual + Non-Individual	Housing/Personal (non-business)	Nil (if main applicant is an Individual) Other cases: • 4% + applicable Taxes * • 6% + applicable Taxes in case loan is prepaid within 24 months of first disbursement	
Individual/ Non-Individual#	Business	For loan amount of up to Rs.. 50 lakh to Individual/MSE: Nil For other cases: • 4% + applicable Taxes * • 6% + applicable Taxes in case loan is prepaid within 24 months of first disbursement	

*Charges applicable on the outstanding amount being prepaid by the borrower

** The expression "own sources" for this purpose means any source other than borrowing from a Bank/HFC/NBFC or any Financial Institution

The expression "Non individual" refers to HUF/Sole Proprietor/Company/Firm/MSE etc. as borrower/co-borrower

DEFINITIONS & INTERPRETATIONS:

1. "**Housing Loan**" means financing, for purchase/ construction/ reconstruction/ renovation/ repairs of residential dwelling units, and Balance Transfer of existing Home Loan.
2. **"Non-Housing-Loan"** means to facilitate the purchase of a commercial property or funding of personal or business expenses against self-owned collateral.
3. **"Fixed Interest Rate"** shall mean the rate of interest is fixed for the entire tenure of the loan.
4. **"Variable Interest Rate"** shall mean the aggregate of the Spread and CHPLR as detailed in the Loan Agreement.
5. **"Hybrid Interest Rate"** shall mean the Combination Interest Rate which is to be computed at Fixed Interest Rate for specified period and after the expiry of the time period of Fixed Interest Rate, the Borrower shall move to Variable Interest Rate as specified in the Loan Agreement, for the balance tenure of the Loan. Hence, Foreclosure charges for Combination Interest Rate shall apply depending on whether at the time of foreclosure, the loan is at Fixed or Variable Interest Rate.
6. "**MSE"** are Micro and Small Enterprises as defined in Micro, Small and Medium Enterprises Development (MSMED) Act, 2006

DISCLAIMER:

1. The charges mentioned in the grid above are as on date of execution of the loan agreement, however they are subject to change as per prevailing policies of Clix Housing Finance Limited. Customers are requested to refer to https://clixhousing.com/ for latest charges applicable on prepayments.
2. CLIX is authorized to disclose from time to time any information relating to the loan to any credit bureau (existing or future) approved by Government of India or any authority as may be required from time to time without any notice to the borrower.
3. In cases where Home Loans are fore-closed before three years from date of final disbursement for any reasons, CLIX will have the right to recover Legal Charges and Valuation Charges paid to external agency for legal verification and valuation of property respectively, concession offered in rate of interest and fees, or any charges paid to external agencies for processing the loan application, if any, at the time of sanction/disbursement of the loan.

7. Brief Procedure to be followed for Recovery of Overdues:

On occurrence of any event of default as mentioned in the Loan Agreement ("Events of Default"), all outstanding amounts by the Borrower to CLIX shall become payable forthwith and CLIX reserves the right to undertake all such necessary processes/measures to enforce its rights under the Loan Agreement.

a) **Additional/Overdue Interest**

   Delayed payment of interest or EMI shall render the Borrower liable to pay additional/overdue interest of upto 24% per annum (maximum up to contracted ROI) on EMI overdue. Additional/Overdue Interest shall be levied on delay in payments of the EMI or PEMI due to CLIX beyond the specified due dates.

b) Recovery of overdue shall be governed by the Loan Agreement (and any other document) executed between the Borrower and CLIX and as per the applicable Law.

Further, in case of non-payment, the Company may:

- Issue written notice to the borrower specifying overdue amount and time for payment.
- Send reminders through permitted communication channels.
- Before initiating legal action under applicable laws, issue a final notice indicating intention to proceed. All recovery actions will comply with RBI guidelines and ensure borrower dignity.

8. The annual outstanding balance statement of the Loan will be issued by 31st March, every year

9. Customer Services

Branch Visiting hours	9:30 AM to 6:30 PM from Monday to Friday (except public holidays)
Person to be contacted for customer service	Customers may dial-in on 0120-6465400 between 9:30 AM and 6:30 PM from Monday to Saturday or drop us an email at hello@clix.capital
Procedure and timeline to obtain loan account statement	Within 7 - 10 working days from date of placing request at Customer Service desk
Procedure and timeline to obtain photocopy of the title documents	Within 7 - 10 working days from date of placing request at Customer Service desk
Procedure and timeline to obtain return of original documents on	Customer may collect the property papers from the branch where the loan account was serviced or any

closure/ transfer of the loan.	other office of the Company where the documents are available within a period of 30 days after full repayment/ settlement of the loan account.

10. 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:

Level 1 Escalation: In case you are not satisfied with the response from our Customer Care/Helpline, you can e-mail us at head.services@clix.capital

Level 2 Escalation: If customers are still not satisfied with the resolution or has not received the resolution within the defined timeframe mentioned above, they may further escalate to the Grievance Redressal Officer/Principal Nodal Officer.

Mr. Sunny Dwivedi	**Ms. Shagun Malhotra Jhanji**
Grievance Redressal Officer	Principal Nodal Officer
Email : grievance.officer@clix.capital	Email : nodalofficer@clix.capital
Clix Housing Finance Limited 6th Floor, Good Earth Business Bay II, Sector 58, Gurugram - 122102 Haryana, India Contact Number : 9319192134 (10.00 am to 6:30 pm)- Monday to Friday (except public holidays)	Clix Housing Finance Limited 6th Floor, Good Earth Business Bay II, Sector 58, Gurugram - 122102 Haryana, India Contact Number : 9319192134 (10.00 am to 6:30 pm)- Monday to Friday (except public holidays)

Level 3 Escalation-

<u>Complaint Redressal Cell of National Housing Bank</u>

If the complaint/dispute is not resolved 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. The details of the complaint redressal cell are given below:

Complaint Redressal Cell

Department of Regulation & Supervision
National Housing Bank, 4th Floor, Core 5A
India Habitat Centre, Lodhi Road

New Delhi- 110003

You can also reach out to National Consumer Helpline at 1800 114 000. For further details visit https://consumerhelpline.gov.in/

Grievance Registration & Information Database System (GRIDS) for Clix Housing

The complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints in online using the link https://grids.nhbonline.org.in

10. Schedule of Charges

As detailed in the list below:

#	Name of the Product/ Service	Name of Fee/ Charge Levied	When Payable	Frequency	Amount in Rupees
1	Initial Money Deposit	IMD	At Application	Once	Upto Rs.5000/- + applicable taxes (Non refundable)
2	Overdue Interest	Overdue/Additional Interest	Event	On each event of default	2 % per month on overdue EMI
3	Fee for Housing/ Extension/ Improvement/ Refinance (Balance Transfer)/ Plot purchase + construction loans for Salaried, Self Employed Professionals & Non-professionals	Processing Fee	At Application	Once	Upto 3.00% of the loan amount + taxes and statutory levies and charges, as may be applicable from time to time
4	Fee for Loan Against Property/ Non-Residential Premises Loans	Processing Fee	At Application	Once	Up to 3.00% of the loan amount + taxes and statutory levies and charges, as may be applicable from time to time.
5	Expenses to cover costs	Incidental charges	On incurring expenses		Incidental charges and expenses are levied to cover the cost, charges, expenses and other monies as per actual applicable to a case.
6	CERSAI Charges	CERSAI	On disbursement	Once	As per charges levied by CERSAI (https://www.cersai.org.in/CERSAI/feestruct

			/ change of security		ure.prg)
7	Statutory Charges	Stamp Duty/ MOD/ MOE	On Fixing of Disbursement	Once	As applicable in the respective State
8	Switch to Lower rate in Variable Rate Loans (Housing/ Extension/ improvement/ Refinance (Balance Transfer)/Plot purchase + construction)	Conversion Fee	On Conversion	On every Spread change	Up to 0.50% of the Principal Outstanding and Undisbursed amount (if any), at the time of conversion + taxes and statutory levies and charges, as may be applicable from time to time
9	Switching from Fixed to Variable Rate Loan (Housing/ Extension/ improvement/ Refinance (Balance Transfer)/ Plot purchase + construction) (Under the Combination Rate Product)	Conversion Fee	On Conversion	Once	Up to 1.50% of the Principal Outstanding and Undisbursed amount (if any), at the time of conversion + taxes and statutory levies and charges, as may be applicable from time to time
10	Switch from Fixed rate to Variable rate (Under the pure Fixed	Conversion Fee	On Conversion	Once	1.75% of the Principal Outstanding and Undisbursed amount (if any), at the time of conversion + taxes and statutory levies and charges, as may be applicable from time to time

	Rate product)				
11	ACH /ECS Dishonor Charge	Miscellaneous Receipts	On Dishonor	On every Dishonor	Upto Rs.3000/- per Dishonor + taxes and statutory levies and charges, as may be applicable from time to time
12	Legal and Technical Charges	Miscellaneous Receipts	At Application	Once	Upto Rs.3500/- for first collateral & Upto 3000/- for every additional collateral
13	Technical Charges	Miscellaneous Receipts	At Application	Once	Upto Rs.2500/- for every collateral
14	Copy of the documents	Miscellaneous Receipts	Event	On every request	Upto Rs.1000/-per request + taxes and statutory levies and charges, as may be applicable from time to time
15	Issue of duplicate No-dues Certificate	Miscellaneous Receipts	Event	On every request	Rs.500/- per request + taxes and statutory levies and charges, as may be applicable from time to time
16	List of documents/ Foreclosure letter	Miscellaneous Receipts	Event	On every request	Upto Rs.1000/- per request + taxes and statutory levies and charges, as may be applicable from time to time
17	Document Retrieval (any type)	Miscellaneous Receipts	Event	On every request	Upto Rs.1000/- per request + taxes and statutory levies and charges, as may be applicable from time to time
18	Issue of Amortization Schedule/ Statement of Account	Miscellaneous Receipts	Event	On every request	Upto Rs.500/- per request + taxes and statutory levies and charges, as may be applicable from time to time
19	Increase/ Decrease in loan term	Processing Fee	At request	Once	Rs.500/- plus taxes and statutory levies and charges, as may be applicable from time to time
20	Repayment Instrument swapping charges	Miscellaneous Receipts	Event	On every request	Upto Rs.1000/- per swapping
21	Loan Cancellation Charges	Miscellaneous Receipts	At request	Once	Loan Amount upto Rs.25 lakh: Rs.5,000/- Loan Amount >25 Lacs: Rs.10000/-
22	Collection	Miscellaneo	Event	On every	Upto Rs.1000/- per visit (max 3 visits allowed

	Charges (applicable only in case of collection executive visits)	us Receipts		request	in a week)
23	Loan Rebooking Charges	Miscellaneous Receipts	At request	On every request	Rs.2500 + applicable taxes
24	“No Instrument” Charges for EMI Payment for customer with No valid Collection Instrument (NACH/E-Mandate) registered	Miscellaneous Receipts	Event	On every payment of EMI	Rs.200/- + applicable taxes if any

Note:

a) Stamp Duty applicable on Memorandum of Deposit (MOD) will vary depending on location and will be charged in addition to the processing fee.
b) Fee on account of external opinion from advocates/ technical valuers, as the case may be, is payable on an actual basis as applicable to a given case. Such fees are payable directly to the concerned advocate/ technical valuer for the nature of assistance so rendered, if applicable & availed.
c) Incidental charges & expenses are levied to cover the costs, charges, expenses and other monies that may have been expended in connection with recovery of dues on account of the non-performance of the loan.

CLIX retains the right to alter any charges or fees from time to time or to introduce any new change or fee as it may deem appropriate with due intimation to the borrower.

CLIX is authorized to disclose from time to time any information relating to the loan to any credit bureau (existing or future) approved by Government of India or any authority as may be required from time to time without any notice to the borrower. The Most Important Terms and Conditions mentioned above are an indicative list of Terms and Conditions of our loan products. The Terms and Conditions are further described in our Loan Agreement under relevant sections/schedules and therefore should be read in conjunction with those mentioned in the Loan Agreement.

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(s)/read over to the borrower by ……………………………………………… of the company and have been understood by the borrower(s).

Signature or Thumb impression of Borrower/s	Authorized Signatory of CLIX

Note: Duplicate copy of the MITC should be handed-over to the borrower/s.

*** The End***