Nestavia Home Finance Private Limited, Unit 005 - Cowrks, 2nd floor, 2nd wing, No.4/293, Old Mahabalipuram Road, Perungudi, Chennai- 600096.

(Annexure to Sanction Letter)

MOST IMPORTANT TERMS AND CONDITIONS

Dear Sir/Madam,

Sub: Your Loan Application No.............................

With reference to your application for loan, we confirm having made Sanction as under:

1. Loan Details :

Particulars	Details as applicable to the Borrower
Name of the Borrower	
Name of Co-Borrower – 1, if any	
Name of Co-Borrower – 2, if any	
Branch	
Nature / Type of Loan	Home Loan / Mortgage Loan
Loan Product	
Purpose of Loan	
Rate of Interest	.....% p.a. (Nest PLR of ....% minus spread of ....%)
Interest Type	Home Loan - Hybrid (First 3 years in Fixed Rate and Floating rate linked to Nest PLR thereafter) Mortgage Loan – Fixed Rate of Interest
Tenure	..... months excluding PEMI period
Modes of communication on changes in interest rate	SMS / Email / WhatsApp / Post / Courier
Instalment type	EMI (Equated Monthly Instalments)
EMI Amount	Rs................/- (Rupees........................only)

2. Schedule of Fee & Charges (SOC)*

Particulars	Charges / Fees
Loan Application Fee inclusive of GST (Non-refundable)	Rs.3,500/- + GST
Loan Processing Fee inclusive of GST (Non-refundable)	Home Loans: a) Direct Sourcing: 2.50% on loan sanction amount + GST b) Sourcing through Nest Champions: 3% on loan sanction amount + GST Mortgage Loans: (All Sourcing Types) 3.00% on loan sanction amount + GST
Insurance Premium for all	Actual as provided by the respective Insurance Company

Particulars	Charges / Fees
the Policies inclusive of GST	(Nestavia doesn't earn any commission on the insurance)
Income Appraisal Fee inclusive of GST	Actual, if any
Credit Bureau charges inclusive of GST	Rs.200/- + GST
Documentation inclusive of GST Charges	Rs.3,500/- + GST
CERSAI Charges inclusive of GST	Rs.100/- + GST
Legal Evaluation Fee inclusive of GST	Rs.3,000/- + GST
Technical Evaluation Fee inclusive of GST	Rs.3,000/- + GST
MODTD / Registered Mortgage charges	Actual to be paid by Borrower at the time of registration to the Government directly in the Sub-Registrar Office (SRO).
Stamp Duty for Registration of Mortgage	Actual to be paid by Borrower at the time of registration to the Government directly in the Sub-Registrar Office (SRO).
CA Certification Fee for Corporate Borrowers inclusive of GST	Actual, if applicable
Any other Fee, if applicable	Will be communicated upfront to the Borrower on a case-to-case basis
Penal charges, if any in case of delayed payment	**Penal charges @ 24% per annum are payable for any delay in payment of EMI/PEMI.** **It is calculated for the period for which the EMI / PEMI remains overdue. In other words, Penal charges will apply during the period the account is delinquent / from the date from which the account has become overdue till the date of payment.**
Cash handling charges	Nil. (Rs.250/- + GST- waived for the Borrower)
Switch Fee from floating interest rate to fixed interest rate or vice versa after a period of 3 years from the date of first disbursement.	Home Loan: 0.50% of the Principal Outstanding + GST Mortgage Loan: Not applicable
Statement of Account (SOA) Charges	Nil, if downloaded from NestCFirst Customer app. Rs.500/- + GST if requested for physical copy.
Income Tax Certificate Charges	Nil, if downloaded from NestCFirst Customer app. Rs.500/- + GST if requested for physical copy.
Statement of Settlement Figure for part-pre-closure or full pre-closure	Rs.500/- + GST
ROC charges for charge creation and charge cancellation for Corporate Borrowers	Actual, if applicable
Non-submission of Post Disbursement Documents beyond 30 days	In case of purchase of property: Charges of Rs 3,000/- + GST per month will be levied starting 30 days from the date of first disbursement for non-submission of original title

<table>
<tr><th>Particulars</th><th>Charges / Fees</th></tr>
<tr><td></td><td>documents.

For all other Products: Charges of Rs. 3,000/- + GST per month will be levied starting 30 days from the date of first disbursement date for non-creation of Mortgage (MODTD / RM).</td></tr>
<tr><td>Document copies Retrieval Charges</td><td>Rs.1,000/- + GST</td></tr>
<tr><td>Swap of Repayment instruments</td><td>Rs.500/- + GST</td></tr>
<tr><td>Swapping of property charges</td><td>Rs.7,500/- + GST</td></tr>
<tr><td>Retrieval of copy of property documents</td><td>Nil, if downloaded from NestCFirst Customer app.
Rs.1,000/- + GST, if requested for physical copy.</td></tr>
<tr><td>Cheque / NACH / Direct Debit / UPI Return Charges</td><td>Rs.500/- + GST per instance</td></tr>
<tr><td>Bank Charges for issue of DD / PO at the time of disbursement</td><td>Rs.250/- + GST per instance</td></tr>
<tr><td>Delay in collecting Return of Collateral documents beyond 30 days from the date of loan account closure intimation.</td><td>Rs.500/- + GST per month</td></tr>
<tr><td>Charges towards MODTD cancellation / Discharge of Mortgage</td><td>Rs.2,000/- + GST</td></tr>
<tr><td>Non PDC / Non-Mandate Collection for PEMI / EMI</td><td>Rs.500/- + GST per visit</td></tr>
<tr><td>Swapping Mandate to Cheque</td><td>Rs.500/- + GST</td></tr>
<tr><td>Legal Expenses / SARFAESI Expenses / Repossession Charges</td><td>Actual</td></tr>
<tr><td>EMI return Collection (visiting) Charges</td><td>Rs.250/- + GST per visit</td></tr>
<tr><td>Original Documents retrieval charges</td><td>Rs.1,000/- + GST</td></tr>
<tr><td>Technical Visit Charges for Tranche Disbursements</td><td>Rs.750/- + GST
(Free for first tranche disbursement)</td></tr>
<tr><td>Pre-closure Charges and Part Payment Charges</td><td>Foreclosure of loan in full or in part:

<table>
<tr><th>Nature of Interest Rate</th><th>Loan Product Type</th><th>Category of Borrower</th><th>Applicable Charges for Pre-payment</th></tr>
<tr><td>Fixed Interest Rate</td><td>Home Loans</td><td>a) All Categories</td><td>4% on Principal Outstanding + GST
(Nil, if paid out of own funds)</td></tr>
</table>
</td></tr>
</table>

Particulars	Charges / Fees			
	Fixed Interest Rate	Mortgage Loans	All Categories	4% on Principal Outstanding + GST
	Floating (Variable) Interest Rate	Home Loans	a) Individuals b) Non-Individuals	a) Nil b) 2% on Principal Outstanding + GST
	Floating (Variable) Interest Rate	Mortgage Loans	a) Individuals b) MSMEs c) Others	Nil

If the part prepayment amount is paid between 6th and 25th of the month, while the effect will be immediate for tenure reduction, the EMI reduction if opted by the Borrower will be given on the fixed due date, which is 5th of the subsequent month. If the part prepayment is paid between 26th of the month and 5th of the subsequent month, while the effect will be immediate for tenure reduction, the EMI reduction if opted by the Borrower will be given on the next subsequent month due date, which is 5th of the second month following the date of payment and not the 5th of the next month.

Some examples are as follows:

If paid on 4th October 2025	EMI reduction will be effective from 5th November 2025
If paid on 27th October 2025	EMI reduction will be effective from 5th December 2025

Consequently, Interest on part prepayments from the 5th day of the month till the date of part prepayment will be required to be paid by the Borrower in addition to the EMI.

Own Source: "Own source" for this purpose means any source other than borrowing from a Bank/HFC/NBFC or any other Financial Institution.

Borrower(s) needs to provide the bank account as documentary proof if the loan is sought to be prepaid out of own funds.

Nestavia retains the right to alter any charges or fees from time to time or to introduce any new charges or fees as it may be deemed appropriate prospectively due to market conditions, costs being incurred etc. Nestavia may choose to display information on the noticeboard / official website of the Nestavia (https://www.nestaviahomefin.com), send SMS / WhatsApp Messages / letter by post or courier to Borrower, newspaper publication / notification in NestCFirst Customer App or any other mode of communication as it deems fit to intimate such changes. If such changes are at the disadvantage of the Borrower, he/she may within 30 days close his/her account without having to pay any extra charges or interest on account of the above changes.

*** All charges will be rounded off to the nearest rupee.**

3. Rate of Interest:

Nestavia Home Prime Lending Rate (Nest PLR) shall mean the percentage rate per annum which is subject to change due to market conditions from time to time and notified / announced by Nestavia in such form and manner as deemed appropriate by Nestavia.

i) Our pricing strategy is currently market driven, besides considering other parameters such as profile of Borrowers, credit history, location, nature of property and loan amount.

ii) Floating Rate of Interest shall mean that rate of interest applicable for this loan which is subject to variation on account of change in Nest PLR. The variation in rate of interest would be applied effectively from the next EMI date.

iii) EMI amount is intended to be kept constant irrespective of variation in Nest PLR; however, Nestavia offers the options mentioned below for Borrower to choose increase / reduction of tenure or increase / reduction of EMI amount.

iv) Switch to fixed / floating rate of interest:

a) Such switch requests can be allowed up to a maximum of three times during the tenor of the loan. Switch fee will be charged as applicable.

b) Increase / decrease the tenure of the loan commensurate to the increase / decrease in applicable interest rate.

c) Increase the Equated Monthly Instalment (EMI) instead of extending the tenure of loan.

d) Combination of both options (b) and (c) above.

v) To pre-pay the loan either in full or in part, subject to foreclosure charges / part prepayment charges as applicable.

vi) An illustration of increase / decrease in EMI consequent to revision in NEST PLR is indicated as under.

For every 0.25% increase in Nest PLR	EMI would increase by Rs.____ per month per lac at the interest rate of………
For every 0.25% decrease in Nest PLR	EMI would reduce by Rs.____/- per month per lac at the interest rate of………

vii) Where the Borrower is desirous of opting for a Fixed Rate of Interest consequent to increase / decrease in Nest PLR, Borrower would be required to give his intention in writing and contact Nestavia and get the loan rescheduled accordingly. Fixed Rate of Interest prevailing at the time of such a request would apply as per terms & conditions specified by Nestavia at the time of reschedule. Such a reschedule shall not in any way modify the other terms and conditions.

4. Insurance Policies to protect the Borrower(s):

Nestavia facilitates insurance policies on various risks with multiple Insurance Companies to enable the Borrower (s) to choose the insurance company at their choice. Based on the policy of the Insurance Company, Borrower may be required to undergo medical examination and acceptance of the proposal will be at the sole discretion of the Insurance Company and Nestavia has no role in this regard.

Key insurance policies covering the entire tenor of the loan:

a. Life Cover Insurance Policy: The premium is fixed by the Insurance Company and is based on the loan amount, term, age and medical history of the insured. The premium should be paid as one time premium for the entire period of the loan and the premium is payable by the borrower before commencement of risk. Nestavia is not responsible for any lapse in this regard.

b. Property Insurance: Property insurance coverage to be obtained for the entire loan tenure, with the premium payable at the time of the first disbursement. If the insurance tenure is shorter than the loan period, the borrower(s)/property owner must renew the policy before its expiry by paying the renewal premium as advised by the insurance company. The premium amount will depend on the building's value, its usage, and the risks covered, such as fire, flood, and earthquake. (Property insurance is not applicable in the case of plot loans)

c. EMI Protect Cover Insurance Policy: The premium is fixed by the Insurance Company and is based on the loan amount, term, age and medical history of the insured to protect the Borrower in the event any hospitalization beyond a certain period. The premium should be paid as one-time premium for the period of five years from the date of disbursement of the loan and the premium is payable by the borrower before commencement of risk. Nestavia is not responsible for any lapse in this regard.

d. Critical Illness and Personal Accident Insurance Policy: The premium is fixed by the Insurance Company and is based on the loan amount, term, age and medical history of the insured to protect the Borrower in the event of any Critical Illness or Personal Accident. The premium should be paid as one-time premium for the period of five years from the date of disbursement of the loan and the premium is payable by the borrower before commencement of risk. Nestavia is not responsible for any lapse in this regard.

e. Renewal of Insurance: The Borrower(s) is responsible for ensuring timely payment of the renewal premium whenever it becomes due and for maintaining the insurance policy assigned to Nestavia throughout the loan tenure. If the Borrower(s) fails to take or renew the policy, Nestavia reserves the right to take or renew the insurance policy and recover the premium from the Borrower(s). However, this is at Nestavia’s discretion and not an obligation, as the primary responsibility for maintaining and renewing the insurance lies with the Borrower(s) and the property owner.

While Nestavia has taken efforts to get the best possible premium rates from various Insurance companies, the Borrower(s) is free to choose an insurance company of his/her choice.

Further, Nestavia does not charge any fees or receive any commission for facilitating the Borrower(s) in taking or renewing of the insurance policy or for supporting the Borrower(s) in processing the claim.

5. Security for the Loan:

a) Details of the primary security to be mortgaged:

Description of the property in detail:

……………………

……………………

……………………

……………………

b) Details of Guarantee if any :

c) Additional Collateral / Interim Security if any :

6. Conditions for Disbursement of Loan:

Disbursement of the loan will be subject to

a) Title to the property being clear, valid, free from encumbrance and marketable.

b) All statutory approvals being available and construction of property is in accordance with the approved plan.

c) The Borrower(s) own contribution being infused in respect of the property (Own contribution is the difference between the total cost of the property and loan amount). Borrower(s) are required to submit documentary proof evidencing the sources of their own contribution.

d) For Home Loans, the amount will be disbursed either in installments based on the progress in construction / project or in one lump sum as decided by Nestavia.

e) Compliance with any other condition that Nestavia may prescribe before disbursement of loan.

f) If the loan continues to be in partly disbursed stage after 12 months from the date of previous disbursement, Nestavia will freeze the loan at the level already disbursed and the Borrower shall commence EMI for the amount disbursed. On doing so, the EMI will be reworked based on the loan outstanding at the time of such freezing of the loan amount (to the extent of loan disbursed till then, as stated above), residual loan tenure, age of the Borrower and ROI prevailing at that point of time in such manner and to such an extent as Nestavia may, in its sole discretion, decide and the repayment will be made as per the revised terms not withstanding anything stated in this agreement. Nestavia at its discretion and depending on the merits of the case may extend the period beyond 12 months or may choose to commence EMI for the disbursed portion without downsizing the loan.

7. Others:

a) In the case of Home Construction loan, it is mandatory to complete construction within a period of 12 months from the date of first disbursement of the loan, failing which, the loan will be downsized and the interest rate and terms may vary and other charges maybe as applicable due to additional risk arising out of halted construction.

b) Loans granted under any special scheme announced by the Regulator, Government etc. involving any benefit is subject to audit by the Regulator / Government as to the eligibility under the scheme and if at a later date, it is found that the loans do not meet the specified criteria of the scheme, the benefits / subsidy already passed on to the Borrower(s) will be recalled and refunded to the Government / Regulator.

8. **Repayment of Loan & Interest:**

The loan is repayable in EMI every month and is detailed as below:

a) If the loan is disbursed in one lump sum, disbursement(s) made on or before 4th of the month the date of commencement of Instalment shall be on 5th of the next month in which the disbursement of the loan is made.
b) If disbursement(s) is made on or after 5th of the month the date of commencement of Instalment shall be on 5th of next-to-next month to which the disbursement of the loan is made. Additionally, Pre-EMI interest (PEMI) is payable for the broken period from the date of disbursement till the commencement of the Instalment.
c) If the loan is disbursed in Instalments, interest is payable every month on the amounts cumulatively disbursed from the date of disbursement till the commencement of EMI.
d) EMI is payable on due dates through electronic modes such as E-NACH / NACH / Direct Debit Mandate / UPI Debit.
e) Penal charges @ 24% per annum is payable for any delay in payment of EMI / Pre-EMI. It is calculated for the period for which the EMI / Pre-EMI remains overdue.

Repayment Schedule

Instalment No.	EMI Amount	Principal	Interest	Outstanding Principal
1				
2				
3				
4				
....				

9. Appropriation of Payments:

Any amount paid to the loan account by the Borrower(s) or guarantor or any third party on behalf of the Borrower under this Loan Agreement would be appropriated towards the dues, generally in the following order, namely:

a. Overdue Pre-EMI/EMI.
b. Current Pre-EMI/EMI.
c. Delayed payment charges, Pre-EMI/EMI bounce charges, field visit charges, collection charges, legal charges, prepayment charges, fees incurred, cost incurred etc.
d. Any other charges as per the loan agreement and schedule of charges as applicable.

Nestavia reserves the right to change the order/proportion of appropriation for any remittance under this loan, or any other loan availed by the Borrower(s) with due intimation to the Borrower(s). Any waiver in this regard shall not set a precedent or bind on Nestavia.

10. Annual Outstanding Balance Statement:

Nestavia will issue Annual Outstanding Balance Statement and Income Tax Certificate within 60 days from end of Financial Year to the Borrower without any charges. However, if the borrower(s) request for additional copies / duplicate certificates, Nestavia will recover appropriate charges as stated in point no.2 above. Kindly note that Income Tax Certificate is available for view and download from NestCFirst Customer App without any charges or waiting period.

11. Recovery of overdues:

In the event of delay in payment of PEMI/EMI, Borrowers will be contacted through various modes advising them to repay the overdue amount to ensure consistent good credit track record. Awareness notices will be sent to Borrowers advising them about the consequences of default. Further notice / reminder will be sent advising them to regularize the loan account within a stipulated period. If the over dues are not repaid and the account is likely to become a potential non-performing asset (NPA), the loan will be recalled, and appropriate legal actions will be taken to recover the Total loan outstanding under the loan account and or to attach Secured properties under SARFAESI Act 2002 or as per the provisions under the law.

i) To take possession of the secured asset including the right to transfer by way of lease/assignment or sale of asset for realizing the payment.

ii) To possess and seal the secured asset before enforcing the right to transfer by way of lease, assignment or sale.

iii) If after the sale of the secured asset, to initiate legal proceedings to recover the balance dues in case the value of the secured asset is insufficient to cover the total dues payable including legal expenses and incidental charges incurred towards recovery of dues.

iv) All expenses relating to recovery of over dues, field visit charges, legal expenses and cost including execution expenses will be debited to the loan account as dues and the Borrower is liable to pay Nestavia all such cost and expenses on account of default in instalment.

v) Credit information relating to Borrower(s) account will be provided to the Credit Information Companies on periodic basis.

vi) To avoid any adverse impact on credit history with Credit Information Companies, Borrowers are advised to ensure timely payment of the amount due on the loan amount.

12. Closure of Loan and Return of Security Documents:

Upon loan closure, the original documents will be returned to the Nestavia branch from which the loan was availed. The original documents can be collected either by all the Borrowers or any one of the Borrowers who is duly authorized by the others, with proper authorization attested in their KYC records. The authorized individual must visit the branch to collect the original documents within 15 working days during the office hours - 9.30 a.m. to 5.00 pm from the date of loan closure intimation.

If the Borrower(s) wishes to collect the aforementioned documents from any other Nestavia servicing branch, a written request must be submitted to Nestavia. The documents will be made available for collection within 15 working days from the date of the request letter.

If the Borrower(s) fail to collect the security or collateral documents within 30 days, applicable charges as per the Schedule of Charges (SOC) will be levied.

The release of original property documents and removal of the mortgage charge from the property registry will be completed within 30 days from full repayment or settlement of the loan.

13. Customer Services:

In case of any need for customer services, Borrowers can visit the service Branch of Nestavia in which the loan was availed during 9.30 a.m. to 5.00 pm on any working day from Monday to Friday.

Alternatively, they can contact Toll free number: 1800 569 7070. Also, can send their email communication to: customerfirst@Nestaviahomefin.com.

If the service is not satisfactory or not up to the satisfaction or issue is not resolved within the stipulated time as per the grievance redressal policy, the issue can be escalated to Grievance Redressal Officer at the email id customercare@Nestaviahomefin.com.

14. Grievance Redressal:

Borrowers have the following options to have their grievances redressed

Levels of Escalation:

Level 1: Customer Service Team

Borrowers can lodge complaints through any of the following modes:

- In-person: At the branch office or any other office of Nestavia
- Through Email: customerfirst@nestaviahomefin.com
- Toll Fee Customer Care Number: 1800 569 7070
- Through Website: https://www.nestaviahomefin.com/contact/
- Grievance Box: Available at each branch for written submissions

The Complaints will be acknowledged within 2 working days.

Level 2: Grievance Redressal Officer (GRO)

If a complaint is not resolved at Level 1 within the stipulated time, Borrowers may escalate it to the Company's Grievance Redressal Officer:

- Name: Kalyanasundaram C
- Designation: ED & Chief Operating Officer
- Email: customercare@nestaviahomefin.com
- Phone: +914446065151
- Address: Unit 005 - Cowrks, 2nd Floor, 2nd Wing, Sterling Technopolis, No. 4/293, OMR, Perungudi, Chennai - 600096.

After examining the matter, the Company shall send the Borrower its final response or explain why it needs more time to respond and shall endeavour to do so within thirty working days of receipt of a complaint.

Level 3: NHB – Grievance Redressal

After waiting for reasonable time (i.e., thirty working days) from the date of his/her complaint, if Borrowers feels his/her grievance has not been resolved to his/her satisfaction, or where he/she has not received response from the Company within the said period, he/she may approach the National Housing Bank (NHB) at their following address:

To
The General Manager
National Housing Bank - Complaint Redressal Cell
4th Floor, Core 5A, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Alternatively, Borrower may lodge complaint to NHB through their online grievance lodging system also, called 'GRIDS' (Grievance Registration & Information Database System) through the link at https://grids.nhbonline.org.in/.

Resolution Timelines:

Nature of Complaint	**Expected Resolution Time**
General inquiry or issue	Within 2 working days
Loan disbursement or EMI related issue	Within 3 to 7 working days
NOC, foreclosure, return of original documents etc.	Within 7 to 10 working days
Complex or legal matters	Up to 30 working days

If a longer resolution time is required based on the situation and the circumstances which may be beyond the control of the Company, then interim updates shall be provided to the Borrower(s) on a regular basis.

Please be intimated that the final Loan Agreement will supersede the terms and conditions spelt out in this letter if there is any subsequent change.

Please note that the GST rate is subject to change as per the directives of the Government of India. The applicable GST rate on the date of payment will be charged, along with any additional levies imposed by the Government.

For any further clarifications, you may contact the Branch Business Head or the Branch Operations Manager of the branch location where the loan has been applied / availed. Borrowers may also visit our branch between 9.30 a.m. to 5.00 p.m. on all working days from Monday to Friday for any clarification.

The above terms and conditions have been read by the Borrower(s)/read over to the Borrower(s) by the staff of Nestavia and have been understood by the Borrower(s).

We thank you for giving us an opportunity to serve you. Kindly return the duplicate copy of this letter as a token of your acceptance.

Thanking you and assuring you of our best services at all times.

Issued by:
Nestavia Home Finance Private Limited

****** This is a system-generated document and does not require a physical signature.**

I/We hereby declare that the contents of this Most Important Terms & Condition (MITC) have been read out and/or explained to me/us in the language understood by me/us.

I/We have understood the terms and conditions outlined in this document, including all applicable charges, interest rates, fees, and repayment obligations.

I/We further confirm that a copy of this Most Important Terms & Condition (MITC) has been provided to me/us.

Name of the Borrower (s)	Signature of Borrower(s)
1. …………………………………………………………	……………………………………………………
2. …………………………………………………………	……………………………………………………
3. …………………………………………………………	……………………………………………………
4. …………………………………………………………	……………………………………………………

Name of the Guarantor, if any Signature of the Guarantor, if any