

NRI Service Assurance – Terms and Conditions

These are the terms and conditions governing "Service Assurance" being made by Dewan Housing Finance Corporation Limited ("DHFL") to the Non Resident Indian ("NRI") customers seeking housing finance for properties in India.

1. Definition:

- "Service Assurance" refers to DHFL's Assurance to sanction the home loan for a NRI customer within 3 working days from completion of all documentation applicable for sanction processing as per given checklist. And to disburse the approved home loan within 7 working days from completion of all documentation applicable for disbursement else DHFL would refund 50% of the processing fees taken during the application.
- Sanction means initial approval of the home loan application post submission all income and other documents as per login checklist which is shared with the customer during application process and subsequently shared as part of the underwriting process and a formal offer letter being issued to the customer.
- Disbursement means preparation and handover of the cheque for release of funds post submission and assessment of all original property documents, completion of sanction conditions, execution of documents with DHFL and clearance of legal and technical scrutiny reports.
- Working days means a day (excluding holidays and weekends in India) on which DHFL is open for general business.

2. The Service Assurance campaign will not be applicable under the following circumstances:

- a. The documentation for sanction and/or disbursement is incomplete
- b. There is a delay in submission of documentation including fulfilment of sanction conditions.
- c. In case the assessment/verification of the documents applicable for sanction and/or disbursement is not as per the lending norms and policy of DHFL including outcome of credit checks with credit bureaus and legal/technical assessment on the property.
- d. Additional documents or information is required by DHFL for processing the transaction.
- e. In case the application has been rejected by DHFL.
- f. Circumstances are beyond our reasonable control and all efforts have been made by us, whether caused by strikes, power failures, equipment malfunctions, acts or omissions of any intermediary bank, war, riots (or threats of war or riots), governmental or court orders, or work stoppages.

3. By participating in the campaign, the customer agrees to be bound by the Terms and Conditions and by DHFL's decisions, which shall be deemed to be final and binding in all matters pertaining to the campaign. All changes in the Terms and Conditions shall be posted on the Website.