

Frequently Asked Questions (FAQs) on Ex-Gratia Scheme

Q. What are the key features of the ex-gratia payment scheme?

- Loan accounts must be standard as of February 29, 2020.
- Borrowers who have loan accounts with sanctioned limits and outstanding amount not exceeding Rs. 2 cr. (*aggregate of all facilities with all the lending institutions, excluding Non-Fund based facilities*) as on February 29, 2020 are eligible.
- The period considered for calculation of interest is from March 1 to August 31, 2020.
- The applicable rate of interest for calculating the interest amount shall be the contracted rate of interest as on February 29, 2020 for the respective loan account.
- The scheme applicability to the loan account is subject to reimbursement of claim by SBI, *the Nodal agency appointed by Government of India*.

Q. Is borrower required to apply for the scheme?

No. Borrower is not required to apply for the scheme. DHFL will calculate the eligibility for each account based on the Government of India scheme guidelines.

Q. Whether borrowers who have opted for EMI moratorium scheme under the RBI COVID 19 relief package earlier are eligible to avail the benefit under the scheme?

Yes. The scheme will be available to all eligible borrowers irrespective of whether they have availed or partially availed or not availed the moratorium scheme under RBI COVID 19 relief package earlier.

Q. Whether "partly disbursed loans" are covered under the scheme?

Yes. Provided that the sanctioned and outstanding amounts do not exceed Rs 2 cr. The outstanding as on February 29, 2020, shall be the basis of amount for calculating the difference between compound interest and simple interest.

Q. Can a borrower who has closed the loan account/s between March 1 and August 31, 2020, avail of the benefit of the scheme?

Yes. Such borrowers are eligible under the scheme for the applicable interest from March 1, 2020 up to the date of closure of account (not later than 31st August 2020).

Q. In which account will the differential amount be credited?

The differential amount will be credited to the respective loan account of the borrowers.

Q. If I have already closed my account after March 1st 2020, how will the differential amount be paid to customer?

The amount will be credited to customers savings/current account. In case customer does not maintain any such account with DHFL prior to loan closure, the customer is advised to intimate DHFL the details of the account with other bank where the amount is to be credited /remitted to.

Q. When will be the amount be credited to the loan account?

- **For existing loan running with DHFL:** the ex gratia payment will be credited to the loan account on or before November 5, 2020. *However, in case of rejection of claim by SBI, the Nodal agency appointed by Government of India, amount will be reversed in the loan account.*
- **For loans closed with DHFL after Feb 29, 2020:** the account will be considered for grant of ex gratia amount upto loan closure date or 31st August 2020, *whichever is earlier.* However, amount will be credited to these accounts upon receipt of claim amount from SBI after 15th December, 2020.

Q. A borrower satisfies all other conditions but is classified as NPA as on 29.02.2020 and subsequently becomes standard. Will the borrower be eligible under the Scheme?

No. In case the account moves from NPA to standard after Feb 29, 2020, it will not make the account eligible under the scheme. As per the scheme details, the loan account must be standard as on 29.02.2020.

Q. With regard to Loan Accounts sold by DHFL to other lending institutions, will such accounts be eligible under the scheme?

Yes, Loan Accounts sold by DHFL to other lending institutions accounts are covered under the scheme subject to eligibility of the loan account as per scheme terms and conditions.

Q. How can borrower contact DHFL to address query related to the scheme?

All possible scheme details are covered under above FAQs. However, for any additional query, the borrower may contact DHFL by sending email at response@dhfl.com or by calling on Toll free No. **1800 22 3435**. DHFL will respond appropriately at the earliest.

**** Please note FAQs may change based on Regulatory clarification on scheme. ****