

NIDO - Most Important Terms and Conditions

Nido Home Finance Limited (formerly known as Edelweiss Housing Finance Limited)

CIN: U65922MH2008PLC182906

Regd. Off: Tower 3, 5th Floor, Wing 'B',
Kohinoor City Mall, Kohinoor City,
Kiro Road, Kurla (West), Mumbai -
400 070

Website: <https://www.nidohomefin.com/>

Document Name	Most Important Terms and Conditions
Document Owner	Product
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Approver	
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Version	Modification Date	Brief description
V2023-24.01	26 April 23	Name Change
V2023-24.02	10 January 24	Change of GRO, ECS to NACH and change of Domain to nidohomefin.com
V2024-25.01	1 st April 24	Changes as per fees and charges policy
V2024-25.02	26 th April 24	Change of GRO

Most Important Terms and Conditions

Nido Home Finance Limited (formerly known as Edelweiss Housing Finance Limited)

Major Terms and Conditions of the loan agreed to between:	
Applicant	
Co-applicant	
Co-applicant	
(Hereinafter individually and /or collectively referred as the “Borrower/s”)	
And	
Nido Home Finance Limited (formerly known as Edelweiss Housing Finance Limited) (Nido)	

Please find below a brief of the important terms and conditions pertaining to the above loan account:

I. Loan Details:-

Loan Amount	
Loan Product	
Purpose of Loan (Scheme)	Construction / Purchase / Extension / Renovation / Improvement / Mortgage / Plot / Composite / Commercial / (any other please specify)
Type (Fixed or Floating or Dual)	_____p. a [(Fixed / Floating/Dual) - Annually/ Monthly]
Interest Chargeable	____ %p. a (____% Reference rate - ____% margin) for floating rate loans; and/or % for fixed rate loans)
Tenure	_____yrs
Instalment Type	Monthly
Moratorium or subsidy	
Date of reset of interest	

Modes of communication of changes in interest rate(Tick the relevant mode)	Any change in interest rate would be duly communicated to the borrower at the contact details available with Nido through SMS/ E- mail/ Courier or any other electronic mode prevalent for the time being.
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II. Fee and Other Charges:

On application	Processing fees: CERSAI fee :
Fees refundable if loan not sanctioned/disbursed	Processing fees paid by customer for availing the loan is non refundable
Non-adherence of any material terms and conditions of the loan documents executed by the Borrower, for the period beginning the date of such non-compliance until the same is cured to the satisfaction of the Lender	Rs.1,000/- p.m. + applicable taxes till the compliance of material terms

The details of other applicable fee and other charges are mentioned in the Fees & Charges enclosed as Annexure to MITC documents and also updated on our website https://nidohomefin.com/fees_and_charges/

The charges mentioned in the schedule of fees and charges are applicable as on date and the Company shall revise / change / add fees and charges from time to time which shall be updated on its website. Taxes, duties, levies, and Cess etc. under the applicable laws as may be amended from time to time, would be charged over and above the abovementioned fees and/or charges.

Detailed terms and conditions on the Fees, Charges, Cost and Claims are mentioned in the Loan Agreement.

III. Security for the Loan

Property address	
Name of Guarantor	
Other security	

Security of the loan would generally be security interest on the property being financed and

/ or any other additional security in the nature of additional property/ Guarantors as may be mandated by Nido. Borrower/s is/are advised to refer the Loan Agreement and Sanction Letter to know the security details of the Loan sanctioned.

IV. Insurance of the property / Borrowers

The Borrower shall insure and keep insured the Property against fire and other customary risks and hazards, for a value as may be required by the Nido, with an insurance company. Nido shall be made the sole beneficiary under the insurance policy.

Property insurance : _____

Borrowers Insurance: _____

V. Conditions for Disbursement of the Loan

Nido shall not disburse the loan or any installment thereof to the Borrower unless the conditions mentioned in the Housing Loan sanction letter and Loan Agreement are complied with, to the satisfaction and sole discretion of Nido. A few of which are as given below:

- a. The Borrower must fulfill the Nido's requirement of creditworthiness.
- b. Submit all relevant documents as mentioned in the Sanction Letter/Loan Agreement
- c. Execution of loan agreement and such other ancillary documents.
- d. Submission of post dated cheques/NACH/eNACH etc. towards repayment of installments.
- e. Creation of security in favour of Nido.
- f. The Borrower must ensure that he has absolute, clear and marketable title to the property (security) and the said property is absolutely unencumbered and free from any liability whatsoever.
- g. Intimate Nido of any change in his employment / contact details.
- h. Utilisation of disbursement should be towards acquisition/construction of property or as per the end use specified. In the construction cases, disbursement shall be linked to stage of construction.
- i. Pre-EMI Interest will be charged till the full sanction amount is not disbursed.
- j. No event of default shall have happened on the Loan. The Event of Defaults are mentioned in the Loan Agreement.
- k. No circumstances shall have occurred, which in the opinion of Nido may make it impossible for the Borrower to fulfill the obligations as per Loan Agreement and other standard documents executed by the Borrower for availing the loan.
- l. NOC/Permission/approvals to mortgage etc. and creation of security.

VI. Repayment of the Loan and Interest

The information on interest rate, Pre Equated Monthly Installment Interest (PEMII)/Equated monthly installment (EMI) and number of installment, tenure of loan are mentioned in the Sanction Letter provided to the Borrower. Any change in adjustable rate of interest /PEMII/EMI shall be informed to the borrower as per the Nido's Fair Practice Code at the

contact details available with the Nido. The Loan is required to be repaid in the prescribed EMI/PEMII on the due date as mentioned in the Loan Agreement.

The repayment of EMI/PEMII is mandated through NACH/eNACH/post-dated cheques in favor of Nido.

The Borrower must ensure:

- That sufficient fund is available in the designated Bank account of Borrower to be debited.
- Not to cancel/put stop payment on the cheques/instruments given towards the repayment of EMI. Also, not to close or change the account upon which repayment instrument is drawn (unless he/she makes alternate arrangement for the repayment as agreeable to Nido).
- To pay the installment on or before the relevant due date, if not, the outstanding loan amount and all accrued interest would become immediately due and payable. The Borrower would also be liable to pay the fees as set out in the Statement of Charges.
- Detailed terms and conditions of repayment of loan are mentioned in of the Loan Agreement.

VII. Brief procedure to be followed for Recovery of Overdue

In the event of default (i.e. if the amount outstanding in the loan account of the Borrower is not paid by the due date or in case of breach of any clause of the agreement), the Borrower would be sent reminder from time to time for payment of any outstanding on his loan account, by post, fax, telephone, e-mail, SMS and/or through third parties appointed for collection purposes to remind, follow up and collect dues. The Collection methodology includes the following:

- a. Tele- Calling and Pick up :** It involves contacting the Borrower over the phone and making them aware about the missed due date and requesting to pay the arrears at the earliest.
- b. Field Collection:** It involves meeting the Borrower and collecting the payment of the amount due. The activity shall be carried out through employees of Nido or authorized representatives. The payment would be collected either in cash or in the form of a cheque/DD and receipt will be issued to Borrower, subject to fulfilling regulatory requirement.
- c. Legal action** shall be taken based on circumstances of each delinquent account, as per the policy of Nido and pursuant to the provision of applicable laws.

Hence, Nido shall use a judicious mix of field visit, written communication, and legal action to ensure proper and effective coverage for the different category of delinquent account.

VIII. Date on which annual outstanding balance statement will be issued: On Customer's request.

IX. Customer Services

A) Visiting hours –Branches: 10AM – 5 PM, Mon-Fri (Except Public Holidays)

B) For any service related issue including request for documents, Borrower can get in touch with the Nido by:

- (i) Email at assistance@nidohomefin.com
- (ii) Contact Us at 1-800-1026371 (Toll-free) between Monday to Friday from 10 A.M TO 5 P.M.
- (iii) Online by logon to www.nidohomefin.com

C) Timelines for providing the following documents:

- (i) Loan Account statement – 2 working days
- (ii) Photocopy of the title document – 12 working days
- (iii) Return of original documents on closure /transfer of the loan-30 days

X. Grievance Redressal

In case of any complaint/grievance with respect to Co-lending arrangement, DSA/ DMA, Recovery Agents/ Agency, Outsourcing vendors, Direct assignments or any loan related grievance, the customer may contact our Registered Office through any of the following channels:

Ms. Tuhina Kapoor

Email: assistance@nidohomefin.com

Mail: Nido Home Finance Limited (formerly known as Edelweiss Housing Finance Limited), Tower 3, Wing B, Kohinoor City, Kohinoor City Kirol Road, Kurla(W) Mumbai 400070;

Telephone: 022 – 43428150 /Toll Free No: 1-800-1026371

After examining the matter, it would be Nido's endeavor to provide the Borrower with our response, within a period of six (6) weeks from the receipt of such complaint/grievance.

If the customer does not receive response from the Company or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging his complaint in Online mode at the link <http://grids.nhbonline.org.in> or in Offline mode by post in prescribed format available

at link

[https://grids.nhbonline.org.in/\(S\(gbasi5bgsifwr4wmckts4z4x\)\)/Complainant/Default.aspx](https://grids.nhbonline.org.in/(S(gbasi5bgsifwr4wmckts4z4x))/Complainant/Default.aspx),

to the following address:

Complaint Redressal Cell, Department of Regulation and Supervision, National Housing Bank, 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003

It is hereby agreed that for detailed terms and conditions of the Loan, the parties hereto shall refer to and rely upon the Loan Agreement and other security documents executed / to be executed by them.

I/We the borrowers hereby confirm and declare that the above terms and conditions have been read by me/us /read over to me/ us in my/our vernacular language by Mr./Ms. _____ of the Company. I/We have understood the term and conditions as mentioned above and agree, confirm and declare to abide by the same. I/We also acknowledge the receipt of a copy of Most Important Terms & Conditions.

Borrower(s) Name	Nido Home Finance Limited (formerly known as Edelweiss Housing Finance Limited)
Signature(s)	Authorised Signatory