



Annex IV

Display of Information by HFCs, Key Fact Statement (KFS) & Most Important Terms and Conditions(MITC)

In order to promote transparency in the operations of HFCs, the following instructions are issued to HFCs.

1. Notice Boards

- 1.1. The minimum size of the board may be 2 feet by 2 feet as the board of such a size would facilitate comfortable viewing from a distance of 3 to 5 meters. HFCs are advised to display the information in the notice boards of their branches/ offices as per the format given in the Appendix IV(a) for the comprehensive notice board.
- 1.2. While displaying the information in the notice board, HFCs may also adhere to the following principles:
 - 1.2.1. The notice board may be updated on a periodical basis and the board should indicate the date up to which the board was updated (incorporated in the display board);
 - 1.2.2. Though the pattern, colour and design of the board is left to the discretion of the HFCs, yet the display must be simple and readable;
 - 1.2.3. The language requirements (i.e., bilingual in Hindi speaking states and trilingual in other states) may be taken into account;
 - 1.2.4. The notice board shall specifically indicate wherever recent changes have been done. For instance, if there is a recent change in the home loan products offered by the HFC, the information on the home loan products may be displayed as 'We offer home loans/ products (changed on.....); and
 - 1.2.5. The notice board may also indicate a list of items on which detailed information is available in booklet form.
- 1.3. Further, in addition to the above board, the HFCs should also display details such as 'Name of the HFC/ branch/ office, Working Days, Working Hours and Weekly Off-days' outside the branch/ office premises.

2. Booklets/ Brochures



- 2.1. The detailed information as indicated in paragraph 1.2.5 above may be made available in various booklets/ brochures as decided by the HFC. These booklets/ brochures may be kept in a separate file/ folder in the form of 'replaceable pages' so as to facilitate copying and updation. In this connection, HFCs may also adhere to the following broad guidelines:
 - 2.1.1. The file/ folder may be kept at the customer lobby in the branch or at the 'May I Help You' counter or at a place that is frequented by most of the customers;
 - 2.1.2. The language requirements (i.e. bilingual in Hindi speaking states and trilingual in other states) may be taken into account;
 - 2.1.3. While printing the booklets it may be ensured that the font size is minimum Arial 10 so that the customers are able to easily read the same; and
 - 2.1.4. Copies of booklets may be made available to the customers on request.

3. Website

- 3.1. The detailed information as indicated in paragraph 1.2.5 above may also be made available on the HFC's web-site. HFCs should adhere to the broad guidelines relating to dating of material, legibility etc., while placing the same on their websites.
- 3.2. HFCs should display on their website the interest rate range of contracted loans for the past quarter for different categories of advances granted to individual borrowers along with mean interest rates for such loans.
- 3.3. The total fees and charges applicable on various types of loans to individual borrower should be disclosed at the time of processing of loan as well as displayed on the websites of HFCs for transparency and comparability and to facilitate informed decision making by customers.
- 3.4. HFCs should publish Annual Percentage Rate (APR) or such similar other arrangement of representing the total cost of credit on a loan to an individual borrower on their websites so as to allow customers to compare the costs associated with borrowing across products and/or lenders.
- 3.5. In this context, HFCs are also advised to ensure that the customers are able to easily access the relevant information from the Home Page of the HFC's websites. Further, there are certain information relating to service charges, fees



and grievance redressal, for which latest updated information are to be posted compulsorily on the websites of the HFCs.

3.6. A format has been devised for display of information relating to interest rates and service charges which would enable the customer to obtain the desired information at a quick glance. The format is given in the Appendix IV(b). HFCs are advised to display the information as per the format given in the Appendix on their web-sites. HFCs are however free to modify the format to suit their requirements, without impairing the basic structure or curtailing the scope of disclosures.

4. Other Modes of Display

HFCs may also consider displaying all the information that have to be given in the booklet form in the touch screen by placing them in the Information Kiosks, Scroll Bars, Tag Boards and/or other options available. The above broad guidelines may be adhered to, while displaying information using these modes.

5. Other Issues

- 5.1. HFCs are free to decide on their promotional and product information displays. However, the mandatory displays may not be obstructed in anyway. As customer interest and financial education are sought to be achieved by the mandatory display requirements, they should also be given priority over the other display boards. Information relating to Government sponsored schemes as applicable location-wise may be displayed according to their applicability.
- 5.2. HFCs should provide KFS as per prescribed format in [Reserve Bank of India \(Non-Banking Financial Companies – Responsible Business Conduct\) Directions, 2025](#) and also other most important terms and conditions, as per prescribed format in Appendix IV(b), to all borrowers at every stage of the loan processing as well as in case of any change in any terms and conditions as per extant instructions. The same may also be included as a summary box to be displayed in the credit agreement.



Appendix IV (a)

Format of Comprehensive Notice Board

(Updated up to _____)

A. Customer Service Information:

- i) We have separately displayed the key interest rates on loans, deposits (*if applicable*) & in the branches/ offices.
- ii) We have also displayed all types of charges/ fees. iii) Nomination facility is available on all deposit accounts

B. Service Charges:

C. Grievance Redressal:

- i) If you have any grievances/ complaints, please approach:
- ii) If your complaint is unresolved at the branch level, you may approach our Branch Manager/ Manager etc. (authorized officer's designation) at: (Address) iii) If you are not satisfied with our grievance redressal, you may approach the National Housing Bank at: Complaint Redressal Cell, National Housing Bank, New Delhi.

D. Other Services Provided:

E. Information available in Booklet Form (Please approach 'MAY I HELP YOU' Counter)

- i) All the items mentioned in (A) to (D) above.
- ii) Time norms for common transactions.
- iii) KYC/ Fair Practice Code/ The Code of HFC's Commitment to Customers.

F. Display of Certificate of Registration (CoR) issued under Section 29 A of the NHB Act, 1987.

Information to be provided outside the premises:

- i) Name of the HFC/ Branch:
- ii) Weekly Holiday on:
- iii) Branch Working Hour



Appendix IV (b)

OTHER MOST IMPORTANT TERMS AND CONDITIONS (MITC)

Loan..... (Name of the specific Loan Product)

Other major terms and conditions of the housing loan [other than KFS] agreed to between..... (the borrower) and the

(Name of the housing finance company) are as under:

1. Security/ Collateral for the Loan

- i) Mortgage (mention details of the property to be mortgaged as security for the loan)
- ii) Guarantee (mention the name of the Guarantors)
- iii) Other Security (mention the details of other securities, if any)

2. Insurance of the Property/ Borrowers

Detail of the requirements and features of the insurance policy to be obtained for the property/ borrowers to be mentioned.

3. Conditions for Disbursement of the Loan

Conditions for disbursements of the loan or any installment thereof viz., creation of security, submission of approved plans, stages of construction, statutory approvals etc. to be indicated.

4. Repayment of the Loan & Interest

The amount of EMI and the total number of installments where the loan is repayable in equated monthly installments or other details for payment of principal amount of loan and interest including due date/s to be indicated. Also mention the procedure for advance intimation of the changes (as per extant instructions) in the rate of interest/ EMI.

5. Brief procedure to be followed for Recovery of overdues

The notice etc. to be given to the borrower for recovery of overdues before proceeding under the applicable law to be mentioned.

6. Date on which annual outstanding balance statement will be issued 7. Customer Services

Mention in brief about the followings:

- i) Visiting hours at the office.



- ii) Details of the person to be contacted for customer service. iii) Procedure to obtain the following including time line therefore:
- a. loan account statement.
 - b. photocopy of the title documents.
 - c. return of original documents on closure/ transfer of the loan.

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 Shri/Smt./Kum. _____ of the company and have been understood by the borrower/s.

(Signature or thumb impression
Borrower/s)

(Signature of the authorized of the
person of Lender)

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