MAMTA HOUSING FINANCE COMPANY PRIVATE LIMITED

#41, HTC TOWERS, G.S.T ROAD, GUINDY, CHENNAI-600032

Fair Practices Code

Updated : 26.03.2026

Mamta Housing Finance Company Pvt. Ltd.

1. OBJECTIVES:

1. To promote good and fair practices in dealing with the customers.
2. To provide transparency in the transactions between MHFC and the customers, so that the customer can have an understanding of what he/she can reasonably expect of the services, from MHFC.
3. To encourage market forces through competition, to achieve higher operating standards.
4. To promote "fair and cordial relations", between customer and MHFC.
5. To foster confidence in housing finance system.

2. FAIR & TRANSPARENT DEALINGS:

MHFC shall act fairly and reasonably in all dealings with the customers by ensuring the following:

1. MHFC shall meet the commitments made and standards as per NHB'S guidelines on Fair Practices Code for the products and services that are being offered to the customers.
2. The staff shall follow the procedures and practices as laid down by MHFC.
3. The products and services of MHFC shall meet the relevant laws and regulations in letter and spirit.
4. The dealings of MHFC with the customers shall be based on ethical principles of "integrity and transparency".

3. ADVERTISING, MARKETING AND SALES:

MHFC shall ensure that:

1. All advertising and promotional materials are clear and do not mislead the customers.
2. Promotional literature on services and products, in any media shall include a reference to the interest rate.
3. MHFC shall ensure to provide the information on interest rates, fees and charges through:
    1. Notices displayed at Branch premises.
    2. Telephone or help lines.
    3. Company's website.
    4. Designated staff/help desk.

Mamta Housing Finance Company Pvt. Ltd. ★

4. LOANS:

4-1: APPLICATIONS:

1. MHFC had included all the questionnaires, columns and tables to elicit the information that is needed, in the application form, for taking credit decision.
2. MHFC has provided perforated sheet at the end of application form, for giving acknowledgement, to the applicant, with date & signature of the authorized person of MHFC at the office.

4-2.PROCESSING OF APPLICATION FORM & TERMS AND CONDITIONS:

1. In the normal course, all the information that is needed is collected from the applicant at the time of submission of application form.

2. MHFC shall issue to the applicants the Sanction Letter, conveying there in the "Terms and Conditions" of sanction/approval.

4-3 REJECTION OF LOAN:

1. MHFC shall intimate the applicant in writing, about his/her rejection of loan, in case the applicant does not meet the requirements/norms of MHF.

4-4 DISBURSEMENT OF LOAN:

1. Disbursement shall be made in accordance with the terms and conditions stated in the "schedule" of the loan agreement.
2. MHFC shall give notice to the borrower of any change in the terms and conditions. Suitable condition in this regard is incorporated in the loan agreement.
3. Decisions of MHFC to recall the advance or accelerate the payment or performance under the agreement or seeking additional securities shall be in consonance with the loan agreement.
4. MHFC shall release all the securities charged to SHFL upon repayment of all dues, subject to right or lien for any other claim/guarantee, which is outstanding against the borrower.

4-5 Know Your Customer Guidelines: The Corporation shall assist and cause the customer to comply with the Know Your Customer (KYC) norms and Anti Money Laundering (AML) Policy or any other statutory requirements, by providing all necessary information/documents. In the event the customer fails to do so, the Corporation will be at liberty to reject/close the account.

Mamta Housing Finance Company Pvt. Ltd.

5. **GUARANTOR:**

When a person is considering to be a guarantor to a loan, he/she shall be informed by the authorized officers of MHFC office about: 1. His/her liability as guarantor.

2. The amount of liability he/she will be committing himself/herself to MHFC.

3. Circumstances under which the MHFC will call on him/her to pay up the borrower's liability. 4.

Whether MHFC has recourse to his/her other monies in MHFC, if he/she fail to pay up as a guarantor.

5. Whether his/her liabilities as a guarantor are limited to a specific quantum or they are unlimited.
6. Time & circumstances in which his/her liabilities as guarantor will be discharged as also the manner in which MHFC shall notify him/her about this.

6. **Regulation of excessive interest charged by HFCs**

a) The Company has a Board approved Operational Manual with an interest rate model taking into account relevant factors. The rate of interest and the approach for gradation of risk and the rationale for charging different rates of interest to different categories of borrowers shall be disclosed in the application form and sanction letter. The Company also has Board approved Operational Manual for penal interest/charges.

b) The said rate of interest is available on the website of the Company and shall be updated periodically.

c) The rate of interest and penal interest (if any) shall be mentioned as the annualized rate for the benefit of the customer.

d) Instalments collected from the borrowers shall clearly indicate the bifurcation between principal and interest

7. PRIVACY AND CONFIDENTIALITY

All the information of the customers shall be treated as Private and Confidential. MHFC shall not reveal information or data relating to customer accounts, other than in the exceptional cases:

1. If the information is required to be provided as per law of the country.
2. If there is a duty towards the public to reveal the information.
3. If the MHFC's interests require them to give the information to prevent frauds.
4. With the permission of the customer or if the customer asks MHFC to reveal the information.
5. If MHFC is asked to give reference about the customer, MHFC shall obtain his/her written permission before giving it.

Mamta Housing Finance Company Pvt. Ltd. ★

6. MHFC shall not use customer's personal information for marketing purposes, unless the customer specifically authorizes them to do so.

The customer shall be informed the extent of his/ her rights under the existing legal framework for accessing the personal records that MHFC holds about him/ her. Further, MHFC shall not use customer's personal information for marketing purposes by anyone including MHFC, unless the customer specifically authorizes them to do so

8. CREDIT REFERENCE AGNECIES:

1. MHFC in terms of the loan agreement executed by the borrower shall pass his/her account details to credit bureau and or other institutions in this regard.

2. MHFC shall furnish the information to the credit reference agencies regarding the outstanding loans the borrower owes them if:

- The customer is irregular with his/her payments or EMIS/PEMIS are in arrears.
- The customer has not responded to MHF formal recall/demand of the loan.

9. Language and Mode of Communicating Fair Practice Code:

1. Lenders are required to communicate with borrowers in a language understood by them (preferably local vernacular language), spanning all crucial documents including loan application forms, sanction letters, Key Fact Statements (KFS), and the text of the Fair Practices Code itself. shall be put in place by MHFC with the approval of their Boards.
2. The same shall be put up on MHFC's website, for the information of various stakeholders.

10.COLLECTION OF DUES:

1. MHFC shall inform the customer at the time of execution of loan documents, the repayment terms and conditions provided in the annexure to the loan agreement.
2. MHFC shall always provide the customer the information regarding dues and shall endeavor to give sufficient notice for payment of dues.
3. The staff of MHFC authorized for collections and/or possession of security shall follow the following guidelines:
4. Customers shall be contacted ordinarily at the place of his choice and in the absence of any specified place, at the place of his residence, and if unavailable at his residence at the place of business.
5. The staff of MHFC shall identify themselves; whenever/wherever they meet the customer for collections.

Mamta Housing Finance Company Pvt. Ltd.

6. The staff of MHFC shall respect the customer's privacy.
7. The interaction by the staff of MHFC shall be in a civil manner.
8. The representatives of MHFC shall contact the customers between 0700 hours to 1900 hours, unless the circumstances of the customers business or occupation require otherwise.
9. Customers request to avoid calls at a particular time or at a particular place shall be honoured as far as possible.
10. Time and number of calls and contents of conversation as far as possible shall be documented.
11. All assistance shall be given to resolve disputes or differences regarding dues in a mutually acceptable and in an n orderly manner.
12. The staff of MHFC and their representatives shall maintain decency and decorum, while visiting the customer's place for collections.
13. Calls /visits for collection of dues shall be avoided under the circumstances of bereavement in the family or such other calamitous occasions.

11.COMPLAINTS AND GRIEVANCES:

1. MHFC shall adopt the system of receiving, registering and disposal of complaints and grievances at all its offices and are advised to maintain the following registers for registering the complaints.

The procedure is as following:

a) Customer can lodge his complaint in the complaint register available with the company in the following format:

S.NO.	Date	Applicant's Name & Details	Type of Loan	Loan's Account Number	Location of the Customer	Kind of Complaint	Action taken	Remarks, if any

b) MHFC has also framed Grievance Redressal Committee including the following Officers which are mentioned below for resolving the complaints quickly:

S.No.	Name	Designation
1.	Sarmila S	Associate
2.	Poornima Sivakumar	Junior Associate
3.	Dhara Pathak	Grievance Redressal Officer (GRO)

Mamta Housing Finance Company Pvt. Ltd. ★

Level	Contact Person	Responsibility	Resolution Timeline
Level 1	Poornima Sivakumar-Customer Service Executive	Register and resolve customer complaints at the branch level.	Within **7 working days**
Level 2	Sarmila Selvaraj - Associate	Review unresolved complaints and provide a resolution.	Within **7 working days**
Level 3	Dhara Pathak - Grievance Redressal Officer (GRO)	Examine complaints not resolved at Levels 1 & 2 and provide a final company response.	Within **7 working days**
Level 5	National Housing Bank (NHB)	If the complaint is not resolved within **30 days** from the initial complaint or the customer is dissatisfied with the HFC's response, the customer may lodge a complaint with NHB.	As per NHB process

Escalation to National Housing Bank: If the customer is not satisfied with the above response, he/she may appeal to the National Housing Bank (NHB) under whose jurisdiction our company is registered.

Address... ....National Housing Bank (NHB)

Department of Supervision India Habitat Centre

Core 5A, 3rd Floor, Lodhi Road New Delhi-110003

Contact... 011-24649031-35

E-mail .... crcell@nhb.org.in

Fax... 011-24649030

Further, NHB has launched Grievance Registration & Information Database System (GRIDS) to facilitate complaint lodging and its status tracking by the complainants lodged with NHB against Housing Finance Companies. Any Customer can type on the Internet Browser https:/ /grids.nhbonline.org.in to lodge the complaint.

Mamta Housing Finance Company Pvt. Ltd.

12. GENERAL:

MHFC shall verify the customer's information:

MHFC shall refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement (unless information, not earlier disclosed by the borrower, has been noticed).

1. In case of receipt of request from the borrower for transfer of borrowal account, the consent or otherwise i.e. objection of the HFC, if any, shall be conveyed within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law. • Whenever loans are given, MHFC shall explain to the customer the repayment process by way of amount, tenure and periodicity of repayment. However, if the customer does not adhere to repayment schedule, a defined process in accordance with the laws of the land shall be followed for recovery of dues. The process will involve reminding the customer by sending him/ her notice or by making personal visits and/or repossession of security if any.

2. In the matter of recovery of loans, MHFC shall not resort to harassment viz. persistently bothering the borrowers at odd hours, use muscle power for recovery of loans etc. As complaints from customers also include rude behaviour from the staff of the companies, MHFC shall ensure that the staff is adequately trained to deal with the customers in an appropriate manner.

3. MHFC shall not charge pre-payment levy or penalty on pre-closure of housing loans under the following situations: a. Where the housing loan is on floating interest rate basis and pre-closed from any source. b. Where the housing loan is on fixed interest rate basis and the loan is preclosed by the borrower out of their own sources. MHFC Home Finance Limited Page 9 of 9 The expression “own sources” for the purpose means any source other than by borrowing from a bank/ HFC/ NBFC and/or a financial institution.

4. All dual/ special rate (combination of fixed and floating) housing loans will attract the preclosure norms applicable to fixed/ floating rate depending on whether at the time of preclosure, the loan is on fixed or floating rate. In case of a dual/ special rate housing loans, the pre-closure norm for floating rate will apply once the loan has been converted into floating rate loan, after the expiry of the fixed interest rate period. This applied to all such dual/ special rate housing loans being foreclosed hereafter. It is also clarified that a fixed rate loan is one where the rate is fixed for entire duration of the loan.

5. MHFC shall not impose foreclosure charges/ pre-payment penalties on any floating rate term loan sanctioned for purposes other than business to individual borrowers, with or without coobligant(s).

6. To facilitate quick and good understanding of the major terms and conditions of housing loan agreed upon between MHFC and the individual borrower, MHFC shall obtain a document containing the most important terms and conditions (MITC) of such loan in all cases. The document will be in addition to the existing loan and security documents being obtained by the MHFC. Duplicate copy duly executed between the MHFC and the borrower should be handed over to the borrower under acknowledgement.

7. Display of various key aspect such as service charges, interest rates, Penal interest (if any), services offered, product information, time norms for various transactions and grievance redressal mechanism, etc. is required to promote transparency in the operations of MHFC.

Mamta Housing Finance Company Pvt. Ltd. ★

8. MHFC shall display about their products and services in any one or more of the following languages: Hindi, English or the appropriate local language.

9. MHFC shall not discriminate on grounds of sex, caste and religion in the matter of lending. Further, MHFC shall also not discriminate visually impaired or physically challenged applicants on the ground of disability in extending products, services, facilities, etc. However, this does not preclude MHFC from instituting or participating in schemes framed for different sections of the society.

13.TO PUBLICISE THE CODE:

MHFC shall

1. Provide the existing and new customers with a copy of the code.
2. Make available this code on request either over the counter or by electronic communication or mail.
3. Make available this code at every branch and on the website.
4. MHFC shall ensure that its staff is trained to provide relevant information about the code and to put the code in to practice.

Mamta Housing Finance Company Pvt. Ltd.