

Muthoot Housing Finance Company Limited

Procedure for Handover of Original Title Documents on Full Repayment /Closure/ Settlement of the Loan

Reference: RBI Circular – Release of Immovable Property Documents on Full Repayment/ Settlement of Loans issued by Reserve Bank of India RBI/2023-24/60 DoR.MCS.REC.38/01.01.001/2023-24 dated September 13, 2023, directing all NBFC (including HFC) *with effect from 1st December 2023*

Standard Operating Process for releasing immovable property documents including Handover of Original Title Documents upon receiving full repayment/closure/Settlement of the loan and promote responsible lending as per RBI guidelines.

Process: The SOP is applicable with effect from 1st December 2023 as per the above RBI circular.

I. Release of Immovable Property Documents

- i. Upon Closure of the Loan, MHFCL will intimate (via Letter/SMS/Whats App) the borrower to collect the Original Property document from the home branch wherein he/she has availed the loan, within 30 days.
- ii. The Original Property documents shall be released to borrowers/s, and all the charges registered with any registry shall be removed within a period of 30 days after full repayment/settlement of the loan account by the Borrower/s. (procedure for release deed mentioned in “IV” below)
- iii. If in case Borrower/s fails to collect property documents within 21 days post first intimation,
 - a. in such scenario MHFCL will send a reminder (via Letter/SMS/Whats App) to collect property document in specified period of remaining 9 days,
 - b. AND, if borrowers fail to collect the document within 30 days of first intimation received, the compensation mentioned in “III” below will not be applicable.
- iv. In such scenario (iii a & b) the original document will be sent back to storage vault and in order to retrieve documents, a fresh request to be submitted by customer along with applicable document retrieval charges (as per Schedule of Charges) and stipulated time of 30 days will start/begin from revised request date.

II. Customer Identification & Verification:

- a. The customer (borrower/co-borrower) shall be required to be accompanied with the *any one* of the mentioned original and attested copies of the KYC documents for an on-site verification / authentication against the copy of documents which are submitted to ensure the identification of the individual for handing over the No Dues Certificate and the Original property/loan documents submitted to us.
 - a) The KYC documents include Passport, Voter Identity Card, Driving License, Identity Card issued by the State/Central Government, JOB card issued by NREGA, Aadhar Card (with Crossing of first 8 digits of Aadhar Number) or any document applicable as per the law.

III. Compensation for delay in release of Immovable Property Documents

1. In case of delay in releasing of original property documents of the immovable property or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, MHFCL shall communicate to the borrower/s reasons for such delay. In case where the delay is attributable to MHFCL, it shall compensate the borrower/s at the rate of ₹5,000/- for each day of delay.

2. In case of loss/damage to original property documents of the immovable property, either in part or in full,
 - a. MHFCL shall assist the borrower/s in obtaining duplicate/certified copies of the property documents of the immovable Property,
 - b. MHFCL shall bear the associated costs if any, in addition to paying compensation as indicated in the paragraph above.

However, in such cases, an additional time of 30 days will be available to the MHFCL to complete the procedure as mentioned in (a) above and the delayed period penalty will be calculated thereafter. (i.e., after a total period of 60 days).

The compensation provided under these directions shall be without prejudice to the rights of the borrower/s to get any other compensation as per any applicable law.

IV. Process to handover the documents to the Borrower/ss.

As per policy of MHFCL all the property owners/borrowers are required to visit designated/home branch within 30 days shall be entitled to collect/claim the original title documents deposited as security with Muthoot Housing Finance Limited (MHFCL) designated/home Branch providing loan services within 30 days from the intimation received from MHFCL for collection of original document as mentioned above, and as per the List of documents issued to them by (MHFCL) during the loan availed from MHFCL Branch.

The property owners shall acknowledge the receipt of the original title documents to MHFCL along with the self-attested KYC documents.

In case of the demise of the Borrower/s / co-borrower/s the beneficiary/ies of the deceased as certified in the Legal Heir Certificate/Succession Certificate issued by the Court, along-with the property owner/co-owner shall be entitled to collect the original title documents from MHFCL as mentioned in the procedure above), deposited as security with MHFCL by the deceased while availing the loan.

The Legal Heir Certificate/Succession Certificate shall be carried in original by the Legal Heir/s for verification by MHFCL officials at the time of collection of the Original Title deeds.

The Legal Heir/s shall also submit the self-attested KYC document with a copy of Legal Heir Certificate and along with the acknowledgement of the receipt of the original documents.

The original title documents can be collected from the MHFCL designated/home Branch, where the loan account was serviced to the Borrower/s/s at the time of loan closure or from the nearest MHFCL branch, if requested by the borrower to collect the original title document subject to a written confirmation cum request received from the Borrower/s/s to MHFCL at the time of full repayment/closure/Settlement of the loan. If such written request for collection of property submitted by borrower/s at a later date, then it may lead to delay in overall process of release of documents beyond 30 days and such delay would not be attributable at MHFCL end. (refer to procedure mentioned in "I" above).

If registered mortgaged deed was executed by the borrower/s during the sanction and disbursement of the loan in favor to MHFCL, then in such cases post repayment/settlement/closure of the loan, it shall be the sole responsibility of the borrower/s to intimate, execute such registered release deed to be registered with the sub registrar of assurances at the sole expenses to be paid by the borrower/s and release deed to be executed and informed by borrowers within 7 days to MHFCL Branch, post release of original property document. Whatever required documents, MHFCL shall provide its full assistance for execution and registration of the registered release deed. If borrower(s) not completed/started procedure to register release deed, in such scenario it may lead to delay in release of charge within 30 days of loan closure and such delay would not be attributable at MHFCL and in such cases MHFCL will not be responsible for any such delays.

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