Home Loan 30 Day Service Pledge Terms and Conditions

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• For Home Loan and Smart Home Product availed during the Programme period, only the processing fees paid by the customer towards the loan will be refunded. There will be no refund of any other statutory charges/fees paid by the customer to the Bank or any other external sources, to avail of the loan. External or third party charges borne by the customer will not be refunded.

• In case of fixed rate Home Loan, the prepayment charges will be waived.

• The loan disbursement value and the interest accrued till the date of loan closure from the loan disbursement date will have to be repaid by the customer.

• To submit the request under the Programme, the customer will need to:
  – Call PhoneBanking or write to info@hsbc.co.in or approach any HSBC India branch in writing for the foreclosure letter under the Service Pledge and state the reason for the same. The request must be made within 30 calendar days of loan disbursement date.
  – Ensure that the Service Pledge request form, and loan closure instructions are handed over at any HSBC branch in India along with the repayment of the outstanding amount within 15 calendar days of issuance of the foreclosure letter.
  – For NRI customers, the local co-applicant or a registered Power of Attorney holder may visit any HSBC branch in India to initiate the closure.

• The outstanding loan amount will be the principal loan amount, interest accrued till the date of loan closure and any other outstanding interest/charges/fees. The pre-payment charges will be waived.

• The foreclosure letter will be issued by the Bank within 5 working days from the date of the request received at the Bank branch under the Programme. The loan will be closed within 4 working days from the receipt of funds towards loan repayment.

• Any benefit received by the customer from the Bank due to a promotional offer will need to be returned by the customer, or will be recovered from the customer in order to be eligible under the Programme.

• Any transaction account opened specifically for paying the loan instalments will be closed, based on this loan closure. Deliverables such as cheque book, debit card, etc. linked to that account will not be valid on closure of the transaction account. The Bank account linked for the payment of loan instalments comes with specific benefits available only until the loan relationship exists; on closure of the loan, these benefits cease to exist.

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• Information about the loan availed of and subsequent closure will be shared with the Credit Bureau.

Flexibility to choose, power to change

HSBC’s 30 Day Service Pledge for Home Loan

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The following products are currently covered under our 30 Day Service Pledge:
• Home Loan
• Personal Loan
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#### Q. What is the process to make the Service Pledge request to the Bank?

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- The Bank will forward your foreclosure letter (indicating the principal amount payable and the interest accrued from the loan disbursement date) to your correspondence address on the Bank’s records within 5 working days of receipt of your request.
- Within 15 calendar days from the date of issuance of the foreclosure letter, you will need to ensure that the outstanding amount is repaid and the Service Pledge request form (in the brochure enclosed in the welcome pack) duly signed by all the borrowers, is handed over by an HSBC India branch. Any promotional gift or offer or vouchers or value that needs to be surrendered to the Bank, will also need to be returned along with this request.

#### Q. Are all Home Loans eligible under the 30 Day Service Pledge Programme?

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#### Q. What is the refund that I shall get under this Programme?

A. The processing fees paid by you will be refunded within 15 calendar days from the date of loan closure. On Home Loans issued under Fixed Rate of interest, the prevalent prepayment fees will be waived. (Currently, the prepayment fee is 3% of the outstanding loan value.) Any statutory charges such as stamp duty, etc., paid by you, will not be eligible for refund and will need to be borne by customers.

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A. The loan disbursement date is mentioned in the welcome letter that is enclosed in the welcome pack sent to you after the loan account is opened.

#### Q. Do I need to repay the principal amount only, if the loan is closed under this Programme?

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#### Q. Does the interest accrue in case I have not encashed the loan payment advice?

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A. The loan will be closed in 4 working days from the date of receipt of the loan closure request and repayment of outstanding loan value, whichever is later. The loan closure letter and security documents can be collected within 15 working days of loan closure from the branch of account or any HSBC India branch as requested at the time of submitting the loan closure instructions.

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**Product** | **Terms** | **Waiver/Refund of**
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Home Loan | Close the loan in full if customers approach us within 30 days of disbursement date. | Processing fees paid by the customer.
Smart Home (including Top-Up loans) | Processing fees paid by the customer. | Prepayment charge on Fixed Rate Home Loan.
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