



## Comprehensive Notice Board

Updated Upto 31.03.2018

### A. Customer Service Information

- i. We have separately displayed the key interest rates on loans.
- ii. We also displayed all the types of charges & fees.(as mentioned in Most important terms and conditions)
- iii. Being a non-deposit taking company, nomination facility is not applicable on us.

### B. Service Charges:

Particulars	Amount
Processing charges	0%-3%
Stamp charges	As per actual
Legal/Search/Valuation charges	Rs. 3500/- Rs. 5000/- plus GST @ 18%
Estimate of construction/Repair	By client himself
Cheque return/bouncing charges	Rs. 1000/- plus GST@ 18%
Delay in payment of EMI	Interest @ 24% p.a.
Statement charges	Rs. 100/-
Foreclosure charges	2% (applicable in case corporate is applicant/co-applicant)
Prepayment charges	NIL
Conversion charges	NIL

### C. Grievance Redressal:

- i. If you have any complaint please contact at the central customer service helpline no. 8595010101 during normal working hours and the compliant number will be provided to the complainant immediately.
- ii. If your complaint remain unresolved within 7 working days then you may send an e-mail to [gaurav.suri@iflhousingfinance.com](mailto:gaurav.suri@iflhousingfinance.com) or write to us at:

**Shri Gaurav Suri,**  
**Executive Director and Grievance Head,**  
**IFL Housing Finance Ltd.**  
**D-16, 1<sup>st</sup> Floor, Above ICICI Bank,**  
**Prashant Vihar,**  
**Sector 14, Rohini,**  
**New Delhi – 110085**

- iii. In case you are not satisfied with our Grievance Redressal system you may approach the National Housing Bank at:

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

### D. Other Services provided: No

### E. Information Available in Booklet Form- Please approach 'MAY I HELP YOU COUNTER' for:

- I. All the items mentioned in A to D above.
- II. Time norms for common transactions
- III. KYC/Fair Practice Code/The code of commitment to customers.

### F. Display of Certificate of Registration (COR) issued by NHB- Displayed

NAME OF THE COMPANY:  
**IFL HOUSING FINANCE LIMITED**

OFFICE WORKING HOURS:  
**MONDAY TO SATURDAY-**  
**10:00 AM TO 6:30 PM (Female Staff)**  
**10:00AM TO 7:00 PM (Male Staff)**

LUNCH BREAK:  
**1:30 PM TO 2:00 PM**

WEEKLY HOLIDAY:  
**EVERY SECOND SATURDAY AND**  
**SUNDAY**

# राष्ट्रीय आवास बैंक NATIONAL HOUSING BANK

(भारतीय रिजर्व बैंक के संपूर्ण स्वामित्व में / Wholly owned by the Reserve Bank of India)



## पंजीकरण प्रमाणपत्र CERTIFICATE OF REGISTRATION

(जनता की जमाशियां स्वीकार करने के लिए वैध नहीं)  
[NOT VALID FOR ACCEPTANCE OF PUBLIC DEPOSITS]

सं. / No. 12.0164.17.

1987 के राष्ट्रीय आवास बैंक अधिनियम की धारा 29ए के तहत  
राष्ट्रीय आवास बैंक को प्रदत्त शक्तियों का प्रयोग करते हुए

### आई एफ एल हाउसिंग फाइनेंस लिमिटेड

को दूसरी तरफ उद्धृत शर्तों पर  
जनता से जमाशियां स्वीकार किए बिना  
आवास वित्त संस्थान का व्यापार प्रारंभ करने / ~~करने रहने~~ के लिए  
यह पंजीकरण प्रमाण पत्र एतद्वारा जारी किया जाता है।

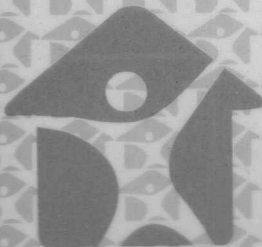
In exercise of the powers conferred on the National Housing Bank by  
Section 29A of The National Housing Bank Act, 1987

### IFL Housing Finance Limited

is hereby granted Certificate of Registration  
to commence / ~~carry on~~ the business of a housing finance institution  
without accepting public deposits  
subject to the conditions given on the reverse.

मेरे हस्ताक्षर के अधीन नई दिल्ली में आज वर्ष दो हजार रात्रह  
के दिसंबर माह के बारहवें दिन जारी किया गया।

Given under my hand at New Delhi this twelfth day of the month of  
December in the year two thousand seventeen



राष्ट्रीय  
आवास बैंक  
NATIONAL  
HOUSING BANK

प्राधिकृत हस्ताक्षरी  
Authorised Signatory

श्रीराम कल्याणरामन / Sriram Kalyanaraman  
प्रबंध निदेशक एवं मुख्य कार्यकारी अधिकारी / MD & CEO