

NIVARA HOME FINANCE LTD

COVID-19 Moratorium Policy

Dear Customers,

We are happy to provide a three months moratorium facility for our Housing and Non-Housing Loans customers who are seeking it from us and are eligible as per RBI guidelines.

Customers eligible for moratorium/deferment

Customers satisfying following criteria would be eligible for EMI moratorium (Fully Disbursed loan) /Interest deferment (In case of Partly disbursed cases)

1. All loans having outstanding loans as at 1st March 2020.
2. The account must be Standard as on 29th February 2020
3. Customers can opt out of this scheme
4. Not eligible for any case where litigation has been initiated by Nivara prior to 31st March 2020

Note:

1. Any customer who opts out will have normal EMI presentation cycle
2. Any customer who is part of scheme (Has not opted out) wants to make some payment, same will be kept as credit balance in his account and adjusted whenever he requests.
3. For accounts which have dues other than EMI, like cheque bounce, Overdue charges, penal interest, visit charge, etc, the penalties and interest will continue to accrue as per applicable policies and loan document clauses signed with borrowers. However, the same will be collected as normal even during the moratorium period.
4. Loans with Moratorium will have interest accrued but Cheques/NACH for the applicable months will not be presented.

How to opt out of the Moratorium

For all we will do below

1. SMS
2. Outbound calling

In addition, Customer can visit our branch or contact any of our employees to place a request to opt out of Moratorium.

Kindly visit any of our branch offices for further clarification as and when normalcy restored.

Thanking you,

Nivara Home Finance Limited

Authorised Signatory