



BAID FINSERV LIMITED
(Formerly Known as Baid Leasing And Finance Co. Ltd.)

CUSTOMER'S COPY

Aapki Pragati
Hamara Saath
CIN: L65910RJ1991PLC006391

MOST IMPORTANT TERMS AND CONDITIONS

Loan _____ (a) Commercial Vehicle (b) CAR (C) Tractor (d) EV (e) 2 Wheeler (f) Other Loans	
OFFER CUM ACKNOWLEDGEMENT FORM	
Major Terms and Conditions of the (a) Commercial Vehicle (b) CAR (C) Tractor (d) EV (e) 2 Wheeler (f) Other Loans Agreed to between _____ (Borrower (s) name)	
BAID FINSERV LIMITED (Formerly Known as Baid Leasing And Finance Co. Ltd.) are as under	
Loan Account No. (LAN No.) _____	
(For Office Use only)	
Dear Customer	
Thank you for your decision to avail loan facility for the purpose/on referred above. We hereby confirm our acceptance to extend the facility on terms referred herein	
PARTICULARS OF THE LOAN :	
1	Application Form No. _____
2	Facility Loan Sanction Amount Not Exceeding (Rs.) _____ Rs.
3	Facility Loan Type (Please Specify) _____ (a) Commercial Vehicle (b) CAR (C) Tractor (d) EV (e) 2 Wheeler (f) Other Loans
4	Rate Type _____ a. Fixed b. Floating / Adjustable Interest Rate C. Dual / Special Rate
5	BAID FINSERV LIMITED (Formerly Known as Baid Leasing And Finance Co. Ltd.) Leading Rate/PLR For a. Fixed Rate of Interest (i) The Applicant's shall pay Interest on the principal amount of the Facility Outstanding from Time to time monthly at _____ % per annum (fixed Rate) plus applicable interest tax or other statutory levy on hie dates mentioned below (ii) The applicant's shall pay PEMI at _____ % (Fixed) per annum plus applicable interest tax on other statutory levy until commencement of the EMI such PEMI will be calculated from the date of respective disbursement(s) and shall be payable on the dates mentioned below For b. Floating / Adjustable Interest Rate : (i) Base Rate = _____ % per annum as on the date of Sanction (ii) The Applicant's shall pay Adjustable Rate of Interest = _____ % per annum (i.e. BAID FINSERV LIMITED (Formerly Known as Baid Leasing And Finance Co. Ltd.) Lending Rate/PLR +/- margin of _____ % plus applicable interest tax or other statutory Levies (iii) The Applicant's shall pay PEMI at _____ % per annum (Floating Rate) unit commencement of the EMI Payable on the dates mentioned below plus applicable interest Tax statutory levies
6	Moratorium _____ Yes / No
7	Mode of Communication of changes in Interest rate _____ Through Letter/update on www.baidfinserv.com in (Website)/SMS/registered email/other source of communication
8	Loan Tenure/Total No. If EMIs _____ Month/ _____ EMI
9	Instalment Type _____ Monthly/ Quarterly / Fortnightly / Halfyearly / Step-up.
REPAYMENT OF THE LOAN & INTEREST:	
1	EMI (Rs.) _____ Rs.
2	Date of Commencement of EMI _____
3	Due Date for Payment of EMI Cycle _____
INSURANCE OF THE PROPERTY AND THE BORROWER(S)	
1	Insurance of the Borrower _____ Requirement : To Ensure and Protect the Life of Borrower / Co-Borrower Features: Life Coverage of the Insured
2	Insurance of the Vehicle / Assets _____ Requirement : To Ensure that Assets / Vehicle insured against the losses arised due to Accidental or Otherwise. Futures : To indemnify the losses arised due to Accidental or Otherwise.
FEES AND OTHER CHARGES :	
UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)	
Initial Processing Charges	Rs. _____ +GST (non refundable)
Processing Charges	1-3% +GST (as per sanction condition) to be collected before disbursement or (deducted from first disbursement)
Non Postal Stamp / Stamp Duty	As per state laws.
Non-encumbrance Certificate / Search Report	As per actual
Valuation / Technical Fee	As per actual
Third Party insurance charges	500/- / 1000/- / 1500/- / 2000/- depending on loan amount
CUSTOMER SERVICE CHARGES	
Part Payment / Prepayment Charges / Foreclosser	Current prepayment charges**: (7% On Principal Outstanding & Lock In charges as applicable)
Cheque / ECS/ACH Bounce Charges (Per Instrument/Transaction)	Cheque return charge of INR 1000/- + GST as applicable per instrument is payable in case of dishonored cheque or ECS or NACH
Penal Charges	Rs. 2/- Per Rs. 1000/- of delayed interest and / or delayed EMI X No. of Days.
Duplicate No Dues Certificate	Rs. 1500/- +GST
Loan Re-Scheduling	1% of Loan outstanding
Charges for Missed Due Date	Rs. 200/- +GST
Loan Re-Scheduling	1% of Loan outstanding.
Cancelation Charges/Fees	1 % of sention loan amount or Rs. 5,000/- whichever is higher & Pre-EMI Interest till the cancellation request
Amortization Table Charges	Rs. 500/- plus applicable taxes (GST) and/or other statutory levies
Collection Follow up /Tele-Calling Fee	Rs. 100/- + GST Per Instance
Collection Communication letter Fee	Rs. 200/- + GST Per Instance
Duplicate Re-Payment Schedule	Rs. 500/- + GST
Duplicate Annual Account Statement, Provisional Certificate	Rs. 250/- + GST
Loan prepayment/closure (fully) statement / SOA/ Repayment Schedule.	Rs. 250/- + GST
Each Personal Visit to customer's place for collection of dues/Cheque	Rs. 500/- per visit plus applicable GST
Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- + GST (Cancelation Charges) & PEMI till the cancelation request
Cheque/ECS/ACH Swapping Charges (per Set) :	
PDC to PDC	Rs. 500/- + GST
PDC to ECS/ACH	NIL
ECS/ACH to ECS/ACH	Rs. 500/- +GST
ECS/ACH to PDC	Rs. 500/- + GST
CHARGES AT THE TIME OF FORECLOSURE	
Cash Collection Charges (Only FC)	Rs. 5/- per Thousand for Cash Collection + GST
Document Custodian Fees	Rs. 500/- +GST Per Month (Chargeable after 30 days of closure of the Loan Account)
Recovery Charges without court Intervention	As per actual + GST
Legal Notice Charges for Recovery	As per actual + GST

Note : *The Govt. of India has implemented the Good & Service Tax (GST) effective from 1st July 2017. Consequently, the Service Tax rate (Including oass) of 15% as applicable to the products & Services rendered by financial institutions. has beenreplaced by the GST rate of 18%

Applicant (s) Name : _____ Co-App _____ Co- App _____

Guarantor (s) Name _____

Borrower Signature (s) _____ Co-App. _____

Authorized Signatory
BAID FINSERV LIMITED
(Formerly Known as Baid Leasing And Finance Co. Ltd.)

Authorized Signatory
BAID FINSERV LIMITED
(Formerly Known as Baid Leasing And Finance Co. Ltd.)

Co-App.

Co-App.

Co-App.

Co-App.

Co-App.

Borrower Signature (s)

SECURITY / COLLATERAL FOR THE LOAN:									
HPN on below mentioned Assets/Vehicle in Favour of Baid Finserv Limited (Formerly Known as Baid Leasing And Finance Co. Ltd.)									
HPN Assets/Vehicle : As Specified in the Sanction Letter & Loan Agreement									
Other Security : As Specified in the Sanction Letter & Loan Agreement									
Detail of Guarantor (s) : As Specified in the Sanction Letter & Loan Agreement									
CONDITION FOR THE DISBURSEMENT OF LOAN :									
The Loan is subject to the below conditions : As Specified in the Sanction Letter.									
Any Special Condition : As Specified in the Sanction Letter.									
PROCEDURE OF RECOVERY OF OVERDUES AS FOLLOWS:									
Upto one PEMI / EMI outstanding	a. You will be informed via sms, phone calls or our representative would be visiting personally								
More than one PEMI / EMI Outstanding	b. Along with point a, legal notice is sent informing PEMI / EMI Overdues.								
More than Two PEMI / EMI Outstanding	c. Total loan recall notice is being sent & legal proceeding are started or as per discretion the company								
CUSTOMER SERVICES :									
For any assistance and information you can connect the Central Customer Relationship Management (CRM) cell of the company through below modes between the working hours from 10.00 am to 5.30 pm									
1. Contact to the branch manager/branch in charge of the branch nearby you									
2. Call to our Customer No.: 9116133220									
you can also Write to our Customer Care E-mail: baidfinance@baidgroup.in									
You can also write to us via our Website : www.baidfinserv.com									
You can collect the following documents by visiting our branch, time lines are mentioned for the same									
Loan Account Statement	Within 3 Working Days								
Return of Original NOC and other document on closure of the loan	Within 30 Working Days								
I/WE ACKNOWLEDGE THAT :									
1. I/We have not made any payments in cash, bearer cheque or kind along with or in connection with this application to the executive collecting my/our application form.									
2. All other terms and condition of the contract will be as per our loan agreement signed by you.									
3. This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.									
4. Company may withdraw this offer, if any information/document provided by you seems doubtful.									
5. Please read our agreement carefully for executive the same. our executive will help in understanding/clarifying any clause if you required.									
GRIEVANCE REDRESSAL MECHANISM									
Baid Finserv Limited (Formerly known as Baid Leasing and Finance Co. Ltd.) We believe in Providing the best of Services to our Customers The Company has provided four tier Grievance Redressal Mechanism to resolve any of its customers query / grievance.									
Level 1: Please visit to the nearest Baid Finserv Ltd. branch and submit your complaints/grievance and get your complaint lodged in the Compliant and Grievance Register maintained at the branches (During the working hours 10: A.M. to 5:30 P.M.) We will respond to your complaint within 15 working days.									
Level 2 If the complaint is not resolved within 15 days, the customer shall register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/alteration of credit information. The details of the Grievance Redressal Officer are given as follows: GRIEVANCE REDRESSAL OFFICER – MR. AMAN BAID ADDRESS - "BAID HOUSE", 2ND FLOOR, 1-TARANAGAR, AJMER ROAD, JAIPUR-06 DESIGNATION – WHOLE-TIME DIRECTOR & GRIEVANCE REDRESSAL OFFICER CONTACT NO. - 9214018855 E-MAIL ID - amanbaid@baidgroup.in									
Level 3: If the complaint is not resolved within 15 days, the customer shall complaint to the Chairman and Managing Director of the Company at his email id: baidfinance@baidgroup.com									
Level 4: If the complaint / dispute is not redressed within a period of one month from date of its receipt by the Chairman, the customer can lodge a complaint on RBI CMS portal - https://cms.rbi.org.in or alternatively, the customer may appeal to: Deputy General Manager, Department of Non-Banking Supervision, Reserve Bank of India, Tonk Road, Jaipur – 302004 (Rajasthan)									
CUSTOMER EDUCATION LITERATURE ON SMA/NPA									
According to the guidelines of RBI									
SMA subcategories/ NPA	Basis for classification any Loan Account's Principal or interest payment or any other amount wholly or partly overdue								
SMA-0	Up to 30 Days								
SMA-1	More than 30 days and up to 60 days								
SMA-2	More than 60 days and up to 90 days								
NPA	In case of NBFC Base Layer, the references to 90 days for NPA classification may be read as per the applicable norms and also subject to the provisions of the circular DOR.CRE. REC. No. 60/03.10.001/2021-22 dated October 22, 2021 on 'Scale Based Regulation (SBR) : A Revised Regulatory Framework for NBFCs A glide path is provided to NBFCs in Base Layer to adhere to the 90 days NPA norm as under :-								
	<table border="1"> <thead> <tr> <th>NPA Norms</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>> 150 days overdue</td> <td>By March 31, 2024</td> </tr> <tr> <td>> 120 days overdue</td> <td>By March 31, 2025</td> </tr> <tr> <td>> 90 days</td> <td>By March 31, 2026</td> </tr> </tbody> </table>	NPA Norms	Timeline	> 150 days overdue	By March 31, 2024	> 120 days overdue	By March 31, 2025	> 90 days	By March 31, 2026
NPA Norms	Timeline								
> 150 days overdue	By March 31, 2024								
> 120 days overdue	By March 31, 2025								
> 90 days	By March 31, 2026								
	* It may vary due to company approved board policy								

"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"

हमने ओरिजनल MITC व लोन एग्रीमेन्ट प्राप्त कर लिया है व लोन के नियम एवं शर्त समझ ली हैं।

Applicant (s) Name : _____ Co-App. _____ Co-App. _____

Guarantor (s) Name _____

Borrower Signature (s) Co-App. Authorized Signatory **BAID FINSERV LIMITED**
(Formerly Known as Baid Leasing And Finance Co. Ltd.)

Applicant (s) Name : _____ Co-App. _____
 Guarantor (s) Name _____ Co-App. _____
 Borrower Signature (s) _____
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