



# 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) Mortgage (b) MSME (C) LAP (d) Business Loans (e) Other Loans	
<b>OFFER CUM ACKNOWLEDGEMENT FORM</b>	
Major Terms and Conditions of the (a) Mortgage (b) MSME (C) LAP (d) Business Loan (e) 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	
<b>PARTICULARS OF THE LOAN :</b>	
1	Application Form No.
2	Facility Loan Sanction Amount Not Exceeding (Rs.)
3	Facility Loan Type (Please Specify)
4	Rate Type
5	<b>BAID FINSERV LIMITED</b> (Formerly Known as Baid Leasing And Finance Co. Ltd.) Leading Rate/PLR
6	Moratorium
7	Mode of Communication of changes in Interest rate
8	Loan Tenure/Total No. If EMIs
9	Instalment Type
<b>REPAYMENT OF THE LOAN &amp; INTEREST:</b>	
1	EMI (Rs.)
2	Date of Commencement of EMI
3	Due Date for Payment of EMI Cycle
<b>INSURANCE OF THE PROPERTY AND THE BORROWER(S)</b>	
1	Insurance of the Borrower
2	Insurance of the Property
<b>FEES AND OTHER CHARGES :</b>	
<b>UPFRONT CHARGES (CHARGES BEFORE DISBURSEMENT)</b>	
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
CERSAI : At the time of Disbursement : Creation of Charges	Rs. 100/- +GST (for loans>5Lacs) and Rs. 50/- + GST (for Loans<5 lacs) or as per the charges levied by CERSAI
<b>CUSTOMER SERVICE CHARGES</b>	
CERSAI : At the time of Modification of Charge (In case of Top Up)	Rs. 100/- + GST (for loans>5 Lacs) and Rs. 50/- + GST (for loans<5 Lacs) or as per the charges levied by CERSAI
Part Payment / Prepayment Charges / Foreclosure	<b>Current prepayment charges**:</b> (On Principal Outstanding & Lock In charges as applicable) 1. Between 0-12 months- no prepayment allowed* 2. If prepayment is made between 13-24 months- 5.00% 3. If prepayment is made between 25-36 months- 4% 4. If prepayment is made after 36 months- 3%* At the sole discretion of the Company, minimum 5%+balance interest for the first year.
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
Copy of property Papers	Rs. 250/- +GST
Charges for Missed Due Date	Rs. 200/- +GST
Loan Re-Scheduling	1% of Loan outstanding.
Cancellation Charges/Fees	1 % of sanction loan amount or Rs. 5,000/- whichever is higher & Pre-EMI Interest till the cancellation request
Document Retrieval Charges	Rs. 500/- plus applicable taxes (GST) and/or other statutory levies
Duplicate Annual Account Statement, Provisional Certificate	Rs. 250/- + GST
Loan prepayment/closure (fully) statement / SOA / Repayment Schedule / List of Document charges	Rs. 250/- + GST
Each Personal Visit to customer's place for collection of dues	Rs. 500/- per visit plus applicable GST
Disbursement Cheque Cancellation & re-issuance	Rs. 1000/- + GST (Cancellation Charges) & PEMI till the cancellation request
<b>Cheque/ECS/ACH Swapping Charges (per Set) :</b>	
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
<b>CHARGES AT THE TIME OF FORECLOSURE</b>	
Cash Collection Charges (Only FC)	Rs. 5/- per Thousand for Cash Collection + GST
CERSAI : At the time of Loan Closure : Satisfaction of Charge (Removal of lien)	NIL
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 been replaced 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.

Applicant (s) Name :  
Guarantor (s) Name

Borrower Signature (s)

**SECURITY / COLLATERAL FOR THE LOAN:**

Mortgage of Below Mentioned property in Favour of Baid Finserv Limited (Formerly Known as Baid Leasing And Finance Co. Ltd.)

Property Mortgaged : As Specified in the Sanction Letter &amp; Loan Agreement

Other Security : As Specified in the Sanction Letter &amp; Loan Agreement

Detail of Guarantor (s) : As Specified in the Sanction Letter &amp; 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 two PEMI / EMI outstanding        | a. You will be informed via sms, phone calls or our representative would be visiting personally           |
| More than two PEMI / EMI Outstanding   | b. Along with point a, legal notice is sent informing PEMI / EMI Overdues.                                |
| More than three 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](mailto:baidfinance@baidgroup.in)You can also write to us via our Website : [www.baidfinserv.com](http://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  |
| Photocopy of the tiles Documents                   | Within 15 Working Days |
| Return of Original document on closure of the loan | Within 30 Working Days |

**I/WE ACKNOWLEDGE THAT :**

- I/We have no 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.
- All other terms and condition of the contract will be as per our loan agreement signed by you.
- This offer is valid for 90 days, subject to submission and fulfillment of all required document for the proposed loan.
- Company may withdraw this offer, if any information/document provided by you seems doubtful.
- Please read our agreement carefully for execute 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 update/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](mailto: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 :-

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 very due to company approved board policy

Co-App. \_\_\_\_\_

Co-App. \_\_\_\_\_

Applicant (s) Name : \_\_\_\_\_  
Guarantor (s) Name \_\_\_\_\_Authorized Signatory  
**BAID FINSERV LIMITED**  
(Formerly known as Baid Leasing and Finance Co. Ltd.)

Co-App. \_\_\_\_\_

Borrower Signature (s) \_\_\_\_\_

**"WE HAVE RECEIVED ORIGINAL MITC & LOAN AGREEMENT"**

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

Applicant (s) Name : \_\_\_\_\_ Co-App. \_\_\_\_\_ Co-App. \_\_\_\_\_

Guarantor (s) Name \_\_\_\_\_

Borrower Signature (s) \_\_\_\_\_ Co-App. \_\_\_\_\_

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