Please read these instructions carefully before filling up the application form

1. Separate copies of Form-A (Personal Details) and Form-B (Employment and Income Details) are to be individually filled up and signed by Applicant, Co-Applicant and Guarantor (If any).

2. Completely filled up Form-C (Property and Loan Details) and Form-D (Declaration) are to be signed by Applicant, Co-Applicant and Guarantor.

3. The ‘Blue’ ribbon on top of Form-A and Form-B requires applicants to select the capacity in which they are applying. Applicant, Co-Applicant and Guarantor to place a ☑ tick mark before the appropriate option in their respective copies.

4. All dates are to be filled up in DD-MM-YYYY format only

5. To ensure quick disbursal, Please submit application form Form-A (for all applicants), Form-B (for all applicants), Form-C and Form-D, fully complete in all respect with relevant supporting documents as per enclosed Document Checklist.

Auto Loan Application No. (For Official Use) :

Sourcing Entity Type :

Branch ☐ MPST ☐ SSL ☐ DEALER ☐ ALC ☐

LOS ID

Sourcing Entity - ID

Dealer Name
(If sourced by dealer otherwise strike off)
<table>
<thead>
<tr>
<th><strong>FORM-A (PERSONAL DETAILS)</strong></th>
<th><strong>APPLICANT</strong></th>
<th><strong>CO – APPLICANT</strong></th>
<th><strong>GUARANTOR</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
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<tr>
<td><strong>Salutation</strong></td>
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<tr>
<td>[ ] Mr</td>
<td>[ ] Mrs</td>
<td>[ ] Ms</td>
<td>[ ] Dr</td>
</tr>
<tr>
<td>[ ] Other</td>
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<tr>
<td><strong>Date of Birth</strong></td>
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<tr>
<td><strong>Marital Status</strong></td>
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<tr>
<td>[ ] Married</td>
<td>[ ] Unmarried</td>
<td></td>
<td></td>
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<tr>
<td>[ ] Other</td>
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<tr>
<td><strong>Name of Spouse</strong></td>
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<tr>
<td><strong>No. of Dependents</strong></td>
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<tr>
<td><strong>No. of Children</strong></td>
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<tr>
<td><strong>Name of Father</strong></td>
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<tr>
<td><strong>Mother’s Maiden Name</strong></td>
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<tr>
<td><strong>Nationality</strong></td>
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<tr>
<td><strong>Residential Status</strong></td>
<td></td>
<td>[ ] Resident</td>
<td>[ ] NRI / PIO</td>
</tr>
<tr>
<td><strong>Place of Birth</strong></td>
<td></td>
<td>[ ] SC</td>
<td>[ ] ST</td>
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<tr>
<td><strong>Photo Identification (ID)</strong></td>
<td></td>
<td>[ ] OBC</td>
<td>[ ] General</td>
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<tr>
<td><strong>Photo Identification (ID): Number</strong></td>
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<tr>
<td><strong>Driving Licence No.</strong></td>
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<tr>
<td><strong>PAN No./GIR No.</strong></td>
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<tr>
<td><strong>Highest Qualification Attained</strong></td>
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<tr>
<td><strong>Qualifying Year</strong></td>
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<tr>
<td><strong>Present Address:</strong> Staying at the present address for the past ________ Years and ________ Months.**</td>
<td>Residential Address</td>
<td></td>
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</tr>
<tr>
<td><strong>House /Flat / Apartment No. or Name</strong></td>
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<tr>
<td><strong>Street Name &amp; No. and Area/Location</strong></td>
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<td><strong>Landmark</strong></td>
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<tr>
<td><strong>City</strong></td>
<td></td>
<td>[ ] District</td>
<td>[ ] Pin Code</td>
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<tr>
<td><strong>State</strong></td>
<td></td>
<td>[ ] Country</td>
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<tr>
<td><strong>Telephone (Landline)</strong></td>
<td></td>
<td>[ ] Mobile (Primary)</td>
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</tr>
<tr>
<td><strong>Mobile (Secondary)</strong></td>
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<tr>
<td><strong>Email (Personal)</strong></td>
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</tr>
<tr>
<td><strong>Permanent Address:</strong> Is permanent address same as present address? [ ] Yes [ ] No (To be filled if permanent address is different from present address)**</td>
<td>Office / Business Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>House /Flat / Apartment No. or Name</strong></td>
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<tr>
<td><strong>Street Name &amp; No. and Area/Location</strong></td>
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<td><strong>Landmark</strong></td>
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<td><strong>City</strong></td>
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<td>[ ] District</td>
<td>[ ] Pin Code</td>
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<tr>
<td><strong>State</strong></td>
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<td>[ ] Country</td>
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<tr>
<td><strong>Telephone (Landline 1)</strong></td>
<td></td>
<td>[ ] Telephone (Landline 2)</td>
<td></td>
</tr>
<tr>
<td><strong>Office / Business Address:</strong></td>
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<tr>
<td><strong>Name of Org/Employer, Dept, &amp; Floor</strong></td>
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<tr>
<td><strong>Street Name &amp; No. and Area/Location</strong></td>
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<td><strong>Landmark</strong></td>
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<tr>
<td><strong>City</strong></td>
<td></td>
<td>[ ] District</td>
<td>[ ] Pin Code</td>
</tr>
</tbody>
</table>
State Bank of India may make enquiries from the referees if it deems necessary.

References (Names and addresses of two referees who are not related to you):

**FORM-B (EMPLOYMENT & INCOME DETAILS)**

**APPLICANT**

**CO–APPLICANT**

**GUARANTOR**

**Nature of Occupation**
- Salaried
- Agriculturist
- Businessmen / Self Employed Professional / Proprietary or Partnership firms
- Pensioner

**Salaried Individual**

- Employer Name
- Total Experience:
  - Years
  - Months
- Previous Employer’s Name
- Previous Employer’s Address
- Organization Type
  - Public Sector Unit
  - Listed Private Company
  - Unlisted Private Company
  - MNC
  - Central/State Government
  - Local Civic Body
- Department
- Employee No.
- Remaining Service:
  - Years
  - Months
- Website

**Agriculturist**

- Total Lands owned and in possession:
  - Acres, out of which -
  - Presently irrigated
    - Acres
  - Seasonally irrigated
    - Acres
  - Rain fed
    - Acres
- Allied Activities -
  - i) Poultry
  - ii) Dairy
  - iii) Others
    - specify

**Businessman/Self Employed / Proprietary or Partnership firms**

- Nature of Business
  - Manufacturing Company
  - Services Company
  - Trading Company
  - Trading Firm
  - Other
- Business Name
- Trade License No.
- Trade License Expiry Date
- Share holding (%)
- Name of POA Holder
- Type of Ownership:
  - Single
  - Joint
  - No. of Partners

**Income / Financial Details**

- Income Head
- Gross Income
- Net Income
- Frequency
- How are you paid?
### Income Details

<table>
<thead>
<tr>
<th>Bank/Financer</th>
<th>Type of Loan</th>
<th>EMI</th>
<th>Tenure of the Loan</th>
<th>No. of EMIs Paid</th>
<th>Outstanding Balance</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

### Obligation / Deduction Details

<table>
<thead>
<tr>
<th>Obligation Head</th>
<th>Gross Obligations</th>
<th>Net Obligations</th>
<th>Frequency</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
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</table>

### Existing Loans (If Any)

<table>
<thead>
<tr>
<th>Bank Name</th>
<th>Branch</th>
<th>Account Type</th>
<th>Account Number</th>
<th>Account held for (Years)</th>
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<tbody>
<tr>
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</table>

### Bank Accounts Held

<table>
<thead>
<tr>
<th>Bank Name</th>
<th>Branch</th>
<th>Account Type</th>
<th>Account Number</th>
<th>Account held for (Years)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

### Credit Cards

<table>
<thead>
<tr>
<th>Card Number</th>
<th>Issuer Name</th>
<th>Primary / Supplementary</th>
<th>Outstanding Balance</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

### Fixed Deposits

<table>
<thead>
<tr>
<th>FD Number</th>
<th>Amount</th>
<th>Rate</th>
<th>Maturity Date(dd/mm/yyyy)</th>
<th>Bank Name</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

### Other Assets (Bonds, Shares, Mutual Fund, Other Investments, Precious metals / Gold / Jewelry, Immovable Property etc)

<table>
<thead>
<tr>
<th>Asset Type</th>
<th>Asset Description</th>
<th>Asset No.</th>
<th>Asset Value</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

### Name: ____________________________ Date: ____________

Signature of Applicant / Co-Applicant / Guarantor
**FORM-C (VEHICLE & LOAN DETAILS)**

**Car**

Vehicle Category: ____________________________  Vehicle Type: ____________________________

Manufacturer: ____________________________  Vehicle Make: ____________________________

Vehicle Model: ____________________________  Supplier: ____________________________

Other Details

a) Cost of vehicle: ____________________________

b) Cost of insurance: ____________________________

c) Cost of accessories: ____________________________

d) Road tax: ____________________________

e) Others: ____________________________

A. Project Cost (i+ii+iii) ____________________________

**Two-Wheeler**

Vehicle Category: ____________________________  Vehicle Type: ____________________________

Manufacturer: ____________________________  Vehicle Make: ____________________________

Vehicle Model: ____________________________  Supplier: ____________________________

Other Details

a) Cost of vehicle: ____________________________

b) Cost of insurance: ____________________________

c) Cost of accessories: ____________________________

d) Road tax: ____________________________

e) Others: ____________________________

B. Project Cost (a+b+c+d+e) ____________________________

**Loan Details**

Total Project Cost (A+B) ____________________________

1) Amount already paid: ____________________________

2) margin: ____________________________

3) Other(Specify): ____________________________

Loan Amount (i+ii+iii) ____________________________  Repayment: Monthly  Quarterly  Annually  Tenure (Months)

**Life Insurance**

For your benefit and convenience, the following group insurance plan underwritten by SBI Life Insurance Company Ltd is available for your consideration. If you opt for this cover, SBI would administer your enrolment for the chosen plan. Please note that this insurance cover is optional for the purpose of the loan application and may also be obtained from other providers.

Do you wish to be covered by Combo Loan Insurance (Life) Cover e.g. SBI Life?

Yes  No

If YES, Whether one time premium will be paid by you or you would like to add the premium to the Combo loan?

I will pay the premium  Please add the premium to the Combo loan amount mentioned above

Signature of Applicant: ____________________________  Signature of Co-Applicant: ____________________________  Signature of Guarantor: ____________________________
DECLARATION

I/We certify that the information provided by me/us in this application form is true and correct in all respects and State Bank of India is entitled to verify this directly or through any third party agent. I/We confirm that the attached copies of financials/Bank Statements/Title/Legal documents etc. are submitted by me/us against my/our loan application and certify that these are true copies. I/We further acknowledge the Bank’s right to seek any information from any other source in this regard. I/We understand that all of the above-mentioned information shall form the basis of any facility that the Bank may decide to grant to me/us at its sole discretion.

I/We further agree that any facility that may be provided to me/us shall be governed by the rules of the Bank that may be in force from time to time. I/We will be bound by the terms and conditions of the facility/ies that may be granted to me/us. I/We authorise the Bank to debit my Car loan account with the Bank for any fees, charges, interest etc. as may be applicable.

I/We undertake and declare that I/We will comply with the Foreign Exchange Management Act, 1999 (‘FEMA’) and the applicable rules, regulations, notifications, directions or orders made there under and any amendments thereof. I/We undertake to intimate the Bank before proceeding overseas on permanent employment and/or emigrating and/or changing my/our nationality.

I/We acknowledge that the Bank remains entitled to assign any activities to any third party agency at its sole discretion. I/We further acknowledge the right of the Bank to provide details of my/our account to third party agencies for the purpose of availing support services of any nature by the Bank, without any specific consent or authorisation from me/us.

I/We acknowledge that the existence of this account and details thereof (including details of transactions and any defaults committed by me), will be recorded with credit reference agencies and such information (including processed information) may be shared with banks/financial institutions and other credit grantors for the purposes of assessing further applications for credit by me/us and/or members of my/our household, and for occasional debt tracing and fraud prevention. I/We accordingly authorise the Bank to share information relating to my/our Car loan account.

I/We understand that as a precondition, relating to grant of loans/advances/other non-fund-based credit facilities to me/us, State Bank of India requires consent for the disclosure by the Bank, of information and data relating to me/us, of the credit facility availed of/to be availed of by me/us, obligations assumed/to be assumed by me/us, in relation thereto and default, if any, committed by me/us in discharge thereof.

1. Accordingly, I/We hereby agree and give consent for the disclosure by the Bank of all or any such; (a) information and data relating to me/us (b) the information or data relating to any credit facility availed of/to be availed of by me/us and (c) default, if any, committed by me/us in discharge of my/our such obligation, as the Bank may deem appropriate and necessary, to Credit Information Bureau (India) Limited (CIBIL) and any other agency authorised in this behalf by Reserve Bank of India / Government of India.

2. I/We undertake that (a) CIBIL and any other agency so authorised may use, process the said information and data disclosed by the Bank; and (b) CIBIL and any other agency so authorised may furnish for consideration, the processed information and data or products thereof prepared by them, to banks/financial institutions and other credit grantors, as may be specified by the Reserve Bank in this behalf.

I/We agree to receive SMS alerts related to my/our application status and account activity as well as product use messages that the Bank will send, from time to time, on my/our mobile phone number as mentioned in this application form. I/We undertake to intimate the Bank in the event of any change in my/our telephone/mobile phone number and Residential and/or Employment address.

I/We further acknowledge that I/We have read, understood and agree with the Most Important Terms and Conditions governing the Car loan product chosen by me/us.
an application received on ______________, complete document set received on ______________. Cheques received towards payment of Processing Fee amounting to Rs. ______________ vide cheque number ______________ dated ______________; drawn in favour of “State Bank of India” and payable at ______________.

Request will be disposed of and acceptance/rejection notification would be mailed within 15 days from the date of receipt of completed application form with supporting documents.

On behalf of State Bank of India

Date and Place: ______________

Authorised Signatory
# Auto Loan Application Form - Annexure

## DOCUMENT CHECK-LIST

### GENERAL DOCUMENTS (APPLICABLE TO ALL)
1. Application form duly filled by the borrower, Co-borrowers (if applicable) and submitted along with 2 photographs each.
2. Proof of identity (Photocopies of Aadhar/PAN/Passport/Driving License, Voter ID card etc.)
3. Proof of Residence (photo copies of recent Telephone Bills/Electricity Bill/Property tax receipt/Passport/Voters ID card/Aadhar/Passport/LIC Policy etc.)
4. Statement of Bank account for last 6 months held by the applicant/s.
5. Personal asset liability statement in the Bank’s standard format.

### ADDITIONAL DOCUMENTS:

#### FOR SALARIED EMPLOYEES
1. Latest Salary slip.
2. Copy of identity card issued by the employer.
3. Form 16 or IT Returns for the last 2 years.
4. Irrevocable Letter of Authority addressed to disbursing authority.
5. Irrevocable Letter of Authority from the person authorized to disbursed salary and allowances.

#### FOR SELF EMPLOYED/PROFESSIONALS/BUSINESSMEN
1. Photocopies of IT Returns/Assessment orders for the last 2 years.
2. Balance sheet and Profit and Loss A/c for the last 2 years (Certified true copy).
3. Proof of business address.
4. Business proof (Registration Certificate of establishment, Gumasta/Trade license, Sales Tax Registration, etc.)
5. A photocopy of Certificate of Practice (if applicable).
6. TDS Certificate (Form 16A, if applicable).

#### FOR AGRICULTURISTS AND PERSONS ENGAGED IN ALLIED ACTIVITIES
1. Documents showing Land Holding
2. Documents showing Cropping Pattern
3. Interview Form

#### FOR NRI’s AND PIO’s

**For Guarantor:**
1. 2 passport size photographs of guarantor.
2. Signature identification from bankers of guarantor.
3. A copy of passport /Voters ID card/PAN card.
4. Proof of residence

**For Borrower:**
1. Completed loan application.
2. Declaration from (relation with guarantor)
3. 3 passport size photos including those in application
4. Passport copy with page containing visa stamping.
5. Copy of valid work permit.
6. Employment contract copy (an English translation duly attested by employer/consulate/embassy/our foreign office if it is in any other language)
7. Latest salary certificate in original or proof of income in case of self employed/professionals e.g. IT Return (of the residing country of NRI)/Tax Residency Certificate.
8. Statement of overseas bank account for the last six months which reflect credit of salary, savings etc.
9. Copy of identity card issued by the employer.
10. Proof of residence (driving license/utility bills etc.)
11. Copy of Continuous Discharge Certificate in respect of applicants employed in merchant navy.
12. Power of Attorney, if applicable, in Bank’s standard format duly stamped and notarized/attested by Indian Embassy/Consulate.
13. Tri-merge/any other credit reports as applicable should be submitted by the NRI. Score of less than 620 for Tri-merge are not eligible. If the country of residence does not have a credit score system for individuals, the bank will rely on the income level and the statement of assets & liabilities furnished by the NRI.

#### VEHICLE DOCUMENTS
1. Original copy of proforma invoice (quotation).
2. Booking receipt.

#### TAKE OVER LOAN FROM OTHER BANK
1. Original Sanction letter of financer.
2. A/c statement of the financer.
4. Foreclosure letter.
5. List of documents held by the financing institute.
6. Letter undertaking to issue NOC, from the current lender bank/FI.

---

To ensure quick processing and disbursal of your Auto Loan, furnish all documents (applicable to your case) along with the completed SBI Auto Loan Application Form.

Branch/Sourcing Entity Contact Details

---

This is a SAMPLE checklist and should be customized as per KYC policy and state requirements in consultation with the law department.
MOST IMPORTANT TERMS AND CONDITIONS: SBI - Auto Loan

MITC covers the following Loan Products:
1. SBI Car Loan
2. SBI Car Loan (Fixed Interest Rate)
3. SBI Combo Car Loan
4. SBI Loyalty Car Loan
5. SBI NRI Car Loan
6. SBI Used car Loan
7. SBI Certified Pre-approved Car Loan
8. SBI Two-wheeler loan
9. SBI Super Bike loan

Purpose for which Auto loan can be availed:
The loan will be sanctioned for the purpose purchase of new Cars/used cars, Multi Utility Vehicles (MUVs) and Semi Utility Vehicles (SUVs).

Loan tenure:
Maximum 84 months/60months (Fixed Interest Rate).

Loan to Value Ratio (LTV):
Maximum permissible LTV ratio is 85% of ‘on road price’ of the car.

Rate of Interest:
Floating Rate of interest:-
Interest on the loan will be charged at prevailing floating rate of interest on a daily reducing balance at monthly rest. The rate of interest is subject to revision from time to time due to (i) changes in Base Rate or (ii) revision even without change in Base Rate the Bank has the option to reduce or increase the EMI or extend the repayment period or both consequent upon revision in interest rate.

SBI Car Loan (Fixed Interest Rate)
Interest on the loan will be charged at the prevailing fixed rate of interest on daily reducing balance at monthly rests, subject to interest rate reset at the end of every two years on the basis of fixed interest rates prevailing then. SBI may at its discretion stipulate the periodicity of computation of interest. Further, SBI may at its sole discretion alter the rate of interest suitably and prospectively in the event of major volatility in interest rates during the period of the agreement. SBI shall be the sole judge to determine whether such condition exists or not. If the Borrower is not agreeable to the revised interest rate so fixed, the Borrower can request SBI, within 15 days of receipt of the notice intimating change in interest rates from SBI, to terminate the loan and the Borrower shall repay the Loan and any other amount due to SBI in full and final settlement in accordance with the provisions of the Agreement relating to pre-closure.

Calculation of Interest:-
Interest on the amount of the will be applied at the prevailing rate per annum on daily reducing balance with monthly rests.

Penal interest:-
(a)Penal interest will not be charged for loans up to Rs.25,000/- . For Loans above Rs.25000/-, if the irregularity exceeds EMI or Installment amount, for a period of one month , then penal interest would be charged @2% p.a. (over and above the applicable interest rate) on the overdue amount for the period of default.
(b) Late payment charges of Rs.562/- per EMI default.
Bounced cheque/ECS or SI dishonours:-
A penalty of Rs. 250/- will be charged for every bounced cheque/ECS or SI dishonours. The rate

Inspection:
For Standard Asset accounts periodical inspections are waived after the initial inspection. However, if there is a default of 1 monthly installment, inspection would be required. In case of NPA accounts inspections should be made twice a year. The inspection charges are to be recovered every time an inspection is carried out as per the laid down instructions. The inspection fee of Rs. 350/- will be recovered by the inspecting branch by raising a debit on the financing branch and credit it to its commission account.

Fees and charges:
1. Processing fee:
a) For Car Loans :-
Processing fee is to be recovered on the loan amount upfront as under:
   i) When loans are sanctioned: 0.52% of the loan amount subject to Minimum of Rs. 1035/- and maximum of Rs. 1050/-
   ii) When loans are rejected: 25% of the ‘Processing Fee’ will be retained if the application is rejected after pre-sanction survey subject to Minimum of Rs. 510/- and maximum of Rs. 2550/-.
   iii) For Car Loan on Fixed Rate of Interest: When loans are sanctioned: @1% of the loan amount subject to Maximum of Rs. 25000/-.

b) For Two-wheeler Loans:-
When loans are sanctioned: 1.22% of the loan amount subject to Minimum of Rs. 255/- and maximum of Rs. 510/-.

2. Foreclosure Charges:-
a) No foreclosure charges will be levied for Auto Loans under floating interest rates.
b) Foreclosure charges for Car Loan under Fixed rate of Interest will be recovered as under :
   (i) Before 6 months @5% of principal outstanding.
   (ii) For 6 to 36 months @3% of principal outstanding.

3. Other Charges :
   (a)All expenses like valuer’s fees, insurance premia, stamp duty, registration charges, registration / hypothecation verification charges, SMS and Tele-calling charges and other incidental expenses incurred in connection with the loan are to be borne by the borrower.
   (b) Other charges under Car Loan under Fixed rate of interest :
      (i)Documentation charges Rs.200/-
      (ii)CIBIL charges Rs.50 per instance
      (iii) Cheque /ECS swap charges Rs.400/- instance
      (iv)Amortization schedule charges Rs.100/- instance.
      (v) Statement of account charges, monthly free, for duplicate Rs.112/-.
      (vi) Pre-payment statement charges Rs.100/-.
      (v)Duplicate NOC charges Rs.300/- instance.
      (vi) NOC for conversion from Petrol to LPG/CNG Rs. 400/- instance
      (vii) Revaluation of NOC charges Rs.400/- instance
      (viii) Loan re-scheduling charges Rs.500/- instance.
      (ix) Charges for changing from floating to fix rate of interest or vice versa @1% on principle outstanding.

3. State Bank of India retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to customer.
may vary from time to time.

**Intimation of change in Base Rate:**

The borrower shall be deemed to have notice of changes in the rate of interest whenever there are changes in Base Rate or increase in interest rates where there is no change in Base Rate are either displayed on the Notice Board of the Branch or published in newspapers or made through entries of the interest rate charged in the passbook/statement of account furnished to the borrower and the borrower is liable to pay such revised rate of interest.

**Repayment:**

The repayment date to be fixed in succeeding month to coincide with the date on which borrower’s major income flow happens. Six PDCs covering the loan amount to be given. Wherever ECS is available, the Bank may use the service for paperless debit of installments.

**Pre-Payment penalty:**

Pre-payment penalty is waived under Floating rate of interest.

**Charges @3% on part payment amount (plus service tax) will be levied in Fixed Interest rate car loan.**

**Security:**

a) Borrower undertakes to get hypothecation to the Bank marked in Registration book of the vehicle immediately after purchase of the vehicle.

b) Bank will verify the original RC book for noting down the charges in favour of the Bank.

c) In the event of delay in registration / noting the hypothecation lien of the Bank with the Registering Authority within 120 days from the date of disbursement, the Bank shall be entitled to charge Rs.5000/- per month till the time of such registration/noting with the authority.

**Insurance:**

a. The vehicle purchased is to be kept comprehensively insured for the market value or at least 10% above the loan amount outstanding, whichever is higher, and the Bank’s interest as a hypothecatee should be noted in the Certificate of insurance and Insurance policy. The borrower must ensure that renewal of insurance is done on the due dates and ensure a copy reaches the Bank for its record. Failing which the insurance will be taken at the Banks’ end by debit to the loan account of the borrower.

b. The Borrower shall indemnify Bank for any claim/loss that Bank may suffer due to borrower’s failure to keep the vehicle insured at all times during the term of the loan account.

4. **Disbursement:** The loan will be disbursed only on the following conditions:
   - Loan Amount will be credited to the account of supplier/dealer by way of RTGS/NEFT facility or through CBS system for accounts maintained with SBI.
   - All necessary statutory compliances are in place.
   - The Bank reserves the right to collect any tax if levied by the State/Central Government and/or other Authorities in respect of this transaction.

5. **KYC:**
   - All loans will be sanctioned after completion of KYC verification.

6. **CIBIL Disclosure:**

The Borrower(s) hereby agree and give consent for disclosure by the Bank all or any (a) information and data relating to the Borrower(s) (b) information or data relating to any credit facility availed or/to be availed by the Borrower(s) and default, if any, committed by the Borrower(s) in discharge of his/their such obligation as the Bank may deem appropriate and necessary, to disclose and furnish to Credit Information Bureau (India) Ltd. (CIBIL), and any other agency authorized in this behalf by RBI.

**Disclosure:**

State Bank of India is authorized to disclose from time to time any information relating to the loan to any credit bureau (Existing or Future) approved by Government of India and Reserve Bank of India without any notice to the borrower. State Bank of India is also authorized to make inquiries with the Credit Information Bureau of India (CIBIL) and get the applicants Credit Information Report.

7. **Default:**

In case of default i.e. if the amount due is not paid by due date, the customer will be sent reminders from time to time for payment of any outstanding on his loan account, by post, fax, telephone, email, SMS messaging and/or through third parties appointed for collection purpose to remind, follow-up and collect dues.

8. **TAT:** The loan applications with complete information and required documents will be disposed within a period of 2 days at urban Centres and 4 days at Rural Centres.

9. **Customer Service:**

For any service related issue, customer can get in touch with SBI by:
   - Calling Customer helpline numbers
   - Contact Customer Grievance cell at our Local Head Offices
   - Write to Grievance cell at our Local Head Offices

(Details on helpline numbers and Grievance cell available on www.sbi.co.in)

In case a customer is not satisfied with the handling of Grievance by the Local Head Office, a communication may be sent (enclosing the message sent earlier to the Local Head Office) to the -

Deputy General manager (Customer Service), Customer Service Dept, State Bank of India, State Bank Bhawan, 4th floor, Madam Cama Road, Mumbai-400021,

Telephone Number. (022) 22029456, 22029451, 22740432, 22740431, 22740433 Fax No. (022) 22742431.

e-mail address: dgm.customer@sbi.co.in