# MOST IMPORTANT TERMS & CONDITIONS

## SBI – Personal Loans

**1. PURPOSE:**
Personal Loan is granted for marriage/medical treatment/ education/ foreign travel or any other general purpose except for any speculative activities.

**2. ELIGIBILITY:**
Salaried employees, pensioners of central/state government/armed forces, self employed businessmen and professionals with a regular source of income are eligible to avail Personal Loan.

**3. RATE OF INTEREST:**
Floating Rate of Interest: (For all Loans except Loans against Bank's own Time Deposit) Interest on the loan will be charged at prevailing floating rate of interest on a daily reducing balance at monthly rests. 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 and the Bank has the option to reduce or increase the EMI or extend the repayment period or both consequent upon revision in interest rate.

***Fixed Rate of Interest:- Only for Loan against Bank's own Time Deposit***

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

4. **INTIMATION OF CHANGE IN INTEREST 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 and the same are either displayed on the Notice Board of the Branch or published in news papers 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.

**5. MODE OF REPAYMENT:**
Check-off facility or Post Dated Cheques for the Repayment period given or SI from the borrower's salary/ pension a/c with our Bank. In case of Rent Plus the lessee(s) can pay the monthly rent to the Bank directly if the agreement so specifies.

**6. MARGIN:**

| Product | Margin |
|---|---|
| Loan against Mortgage of Immovable Property | 40% |
| Rent Plus | 25% |
| Gold Loan^ | 25% |
| Loans for subscriptions to IPOs | 50% |
| Equity Plus | 10% |
| Loans against Government Securities | 10%-15% |
| Loans for ESOPs to purchase shares of their own Company | 10% |
| Loan against Shares/ Debentures | 50% |
| Loan against units of MF (Equity) | 50% |
| Loan against TDR/ STDR | 10% |
| Loan against NSC/ KVP/ RBI Relief Bonds | 40% |
| Loan against LIC Policies | 5% |
| SDFS SDL / LDL | 30% / 50% |
| SBI Career Loan | As per Security Offered |
| Education Plus | 10% |
| Others* | Nil |

**Others include SBI Saral, Xpress Credit, Festival Loans, Pension Loans & Bhagya Rekha.*
*^ Valid only during the Campaign Period from 15.02.2014 to 15.06.2014*

**7. PROCESSING FEES:**

| Product | Processing Fee |
|---|---|
| Xpress Credit | 1.01% of the Loan Amount |
| SBI Saral | 2.02% - 3.03% of the Loan Amount |
| SBI Career Loan | 0.51% of the Loan Amount |
| Loan for ESOPs | Rs 2040 per application |
| Equity Plus | Rs 2040 per application |
| Festival Loan | 1.01% of the Loan amount |
| Loan against Mortgage of Immovable Property | 1.01% of the Loan amount ; Max Rs 50933 |
| Rent Plus | 2.02% of the Loan amount; Max Rs 101865 |
| Gold Loan* | (i) For BIS Hallmarked Jewellery/ Ornaments and specially minted Gold Coins sold by Banks : 0.51% of the Loan Amount (Min: Rs 256 ; Max: Rs 511) (ii) For Non Hallmarked Jewellery/ Ornaments: (a)Up to Rs 25000: Rs 256 per application; (b)Above Rs 25000: 0.51% of the Loan amount or Rs 511 whichever is higher. |
| Loan against units of MF (Equity) | 1.01% of the Loan amount |
| Loan for application to IPOs | 1st Loan: Rs 511 ; 2nd & 3rd Loan : Rs 101; After 3 Loans: Nil |
| Advance against RBI Relief Bonds | 1.01% of the Loan Amount |
| Loan against SDFS | 0.51% of the loan amount. Minimum Rs 101 |
| Others^ | Nil |

*^Others include Loans against TDR/STDR, Loans against NSC/KVP, Pension Loans, Bhgya Rekha Loan, Education Plus, Loans against Shares/ Bonds & Loans against Life Insurance Policies.*
**Valid only during the Campaign Period from 15.02.2014 to 15.06.2014*

***Bounced cheque/ECS or SI dishonours:-***
A penalty of Rs 250/- will be charged for every bounced cheque/ECS or SI dishonours. The rate may vary from time to time. In the event of bouncing of cheque, legal action under section 138 of the Negotiable Instrument Act, 1881 will be initiated.

**8. REPAYMENT:**
The loan is to be repaid in Equated Monthly Installments over the tenure of the loan or in Lump sum at the end of the tenure depending on the product. The repayment installment commences from a date specified in the sanction letter. The liability to the bank will be extinguished only when the outstanding in the loan account becomes Nil, on payment of residual amount, if any.

9. **PRE-CLOSURE CHARGES:**
Loans on Fixed and Floating rate of interest:
No pre-payment/ Pre-closure penalty will be levied for any of the schemes

**10. OTHER FEE/CHARGES:**

| Particulars | Amount (Rs) |
|---|---|
| Collected for payment to empanelled Advocate/ Valuer for Legal opinion, Search Report and Valuation Fee | As per Actual |
| Any Other Fee, if any | As per Actual |

**11. DEFAULT:**
In the event 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. Any third party so appointed, shall adhere to the Indian Banks Association's (IBA) code of conduct on debt collection.

**12. SECURITY:** As per the Scheme.

**13. INSURANCE**: As per the Scheme.

**14. PENAL INTEREST:**
Penal Interest will not be charged for loans up to Rs 25000. 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. If part installment or part EMI remains overdue, then penal interest should not be levied.

**15. TIMELINE FOR DISPOSAL OF LOAN APPLICATIONS**

| | RACPC | RCPC | |
|---|---|---|---|
| | | Sourced by MRT | Sourced by BC/BF/Branch |
| Rent Plus | 6 days | 7 days | 9 days |
| Mortgage Loan^ | 6 days | 7 days | 9 days |
| Personal Loan* | 3 days | 2 days | 3 days |

**Personal Loans include all loans excluding Mortgage Loan & Rent Plus*
*^Mortgage Loan is same as Loans against Mortgage of Immovable Property*

**16. CUSTOMER SERVICE**

For any service related issue, customer can get in touch with SBI:
• Calling Customer Help Line Numbers
• Contact Customer Grievance Cell at our Local Head Offices
• Write to Grievance Cell at our Local Head Offices
(Details on Help line 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 Local Head Office) to the -

Deputy General Manager (Customer Service),
Customer Service Dept, State Bank of India;
State Bank Bhawan, 4th floor;
Madame Cama Road,
Mumbai-400 021,
Telephone No. (022) 22029456, 22029451 22740432, 22740431,
22740433
Fax no. (022) 22742431.
E-mail address - dgm.customer@sbi.co.in.

**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.