

## **MOST IMPORTANT TERMS AND CONDITIONS**

1. The sanction of loan amount and its terms and conditions are subject to execution of Loan Agreement and other documents and writings with Jana Small Finance Bank Limited (hereinafter referred to as "JSFB/Bank"). Further, applicant shall create security interest in favour of the Bank by way of hypothecation over the vehicle financed and submit the registration certificate/ smart card copy with vehicle number to the JSFB within 30 days from the date of disbursement of the loan.
2. This sanction shall be available to the Applicant for a period of 30 days from date of this letter provided the Applicant provides proof of down payment receipts and quote from the dealer for the vehicle and payment administrative charges/fee /Predetermined expenses mentioned above at the time of delivering the accepted copy of this letter to JSFB. The processing fees/Charges received are non-refundable. For details of the various fees and charges applicable, please refer to the Bank's website.
3. JSFB shall be entitled to revoke the sanction and to add, to delete or modify all or any of the terms and conditions of the Loan/ facility, inter alia, if there is any material change in the purpose(s) of loan facility, if any information and/or statement given by Applicant is found incorrect, incomplete or misleading, if there is breach of the terms and conditions of the Loan sanction/ terms, if the Applicant(s) does not submit duly accepted copy of this sanction letter to JSFB within stipulated period. JSFB decision in respect of material changes shall be final and binding on the Applicant(s).
4. Repayment of loan amount will be through instalments/EMI's comprising of principal and/or interest. Repayment of loan amount can be done through electronic mode (NACH) also. JSFB may in its sole discretion alter the rate of interest suitably and prospectively if unforeseen or extraordinary changes in the money market conditions take place.
5. The rate of interest applicable to the loan/facility shall be as prevailing on the date of disbursement and as stated in the Loan Agreement. However, the rate of interest is subject to revision due to change in rate, which in turn influences the EMI or tenure. All customers are intimated of any change in the applicable rate. Further, besides sending of individual intimation, such changes in the rate of interest are duly notified & displayed on the website of JSFB.
6. JSFB arranges/facilitates services to those customers who are interested in obtaining Life and Non-Life insurance cover from certain Insurers. Insurance is a subject matter of solicitation and therefore, optional for the Applicants to avail these insurance covers. Customer who have obtain for insurance shall agreed to abide by the insurance policy terms.
7. JSFB shall not pass on loan & KYC related information of the Applicant, except for regulatory requirements like furnishing information to CIBIL, FIU or other to Statutory Bodies.
8. It is duty of the Applicant to repay loan amount with applicable interest along with all dues/charges/fees levied as per agreed terms of loan agreement. However, in the event of default in re-payment of any of the above, JSFB reserve the right to recover overdues by resorting to legal & permissible means.
9. Applicant irrevocably undertakes to abide by the Child Labour (Prohibition and Regulation) Act 1986, Minimum Wages Act and Environment Protection Act.
10. JSFB facilitates early resolution of customer's grievances. In the event of any complaint, Applicant may visit nearest branch, sent e-mail at [customercare@janabank.com](mailto:customercare@janabank.com) or make call to customer care.
11. Applicant authorises the JSFB to cancel the loan and get the refund of disbursed amount from the dealer if the vehicle is not delivered within 30 days of the disbursement, and bank shall be liable for any loss caused. Applicant(s) undertakes to pay the applicable charges, interest and the processing/administrative charges, and authorise the JSFB to deduct such charges/fee from the Applicant(s) account held with JSFB. \* For detailed terms and Conditions, please refer Two Wheeler General Terms and condition which has been delivered and also made available in the Bank's website [www.Janabank.com](http://www.Janabank.com). For Jana Small Finance Bank Ltd. Read and Accepted the Terms & Conditions.