

#### APPLICATION FORM for HOME LOAN

## For office use only

Branch:
Reference no.:
Received on://

Recent Photograph of Applicant

Recent Photograph of Co-Applicant

#### Personal Details

Personal Details			
Information		Applicant	Co-Applicant
		<b>Теринеши</b>	Relation with Applicant: ■ Parent ■ Spouse ■ Other
First Name			
Middle Name			
Last Name			
Father's/Husband's Name			
Income Tax PAN No.* AADHAR No.*			
Identification no.(tick any one)* □ Passport no. □ Voter ID □ Driving License □ UID			
Date of Birth* and Gender	d d m m y y	☐ Male ☐ Female ☐ Third gender	d d m m y y y y ☐ Male ☐ Female ☐ Third gender
Category	☐ Physical ☐ Handicapped	☐ Ex-Serviceman ☐ Minority ☐ None of these ☐ SC/ST	•
Educational Qualification*	☐ Undergraduate ☐ Professional cours	☐ Graduate ☐ PG se ☐ Other	☐ Undergraduate ☐ Graduate ☐ PG☐ Professional course ☐ Other
Marital Status and No. of dependents in the household	☐ Single ☐ Ma	rried No. of Dependants 🗌 🗌	☐ Single ☐ Married No. of Dependants ☐ ☐
Email address			
Phone details (STD code – Tel res.)			
Mobile No.			
Relative of Staff/ Director of bank?	□Yes □ No		□Yes □ No
Residential Address		Applicant	Co-Applicant
Residence Address* (Present)	City: Pin:	State: Country:	City: State: Country:
Residence Address* (Permanent)  Same as above	City: Pin:	State: Country:	City: State: Country:
Status of current residence	☐ Owned (Self/spous ☐ Owned (Parents) ☐ Leased by compar	se/ dependent children) ☐ Rented by Self/Spouse ny/govt. ☐ Other	□ Owned (Self/spouse/ dependent children) □ Owned (Parents) □ Rented by Self/Spouse □ Leased by company/govt. □ Other
Years at current residence*	Years	Months	Years Months
Address for correspondence	☐ Current Residence	e ☐ Permanent Residence ☐ Office	☐ Current Residence ☐ Permanent Residence ☐ Office

<sup>\*</sup>Supporting documents duly signed by the applicant should be attached

# **Work and Financial Details**

work and Financial Detai	IS .		
Information	Applicant	Co-Applicant	
Employment Nature	☐ Salaried ☐ Self employed ☐ Professional ☐ Other	☐ Salaried ☐ Self employed ☐ Professional ☐ Other	
If professional	☐ CA ☐ Doctor ☐ Engineer/Architect ☐ Lawyer ☐ Small/Marginal farmer ☐ Other agriculturist ☐ Other	☐ CA ☐ Doctor ☐ Engineer/Architect ☐ Lawyer ☐ Small/Marginal farmer ☐ Other agriculturist ☐ Other	
Nature of Organization	□ Govt./PSU □ Public Ltd. Co. □ Pvt. Ltd. □ Proprietorship □ Partnership □ Other	□Govt./PSU □ Public Ltd. Co. □ Pvt. Ltd. □ Proprietorship □ Partnership □ Other	
Period in Current Employment/ Business	Years Months	Years Months	
Total Employment/ Business Period	Years Months	Years Months	
Date of Retirement (If salaried)	Years Months	Years Months	
Name of Organization/Business			
Designation			
Office Address	City: State: Pin: Country:	City: State: Pin: Country:	
Phone details (STD code – Tel off.)			
If Self Employed/Professional			
Income in last 3 Financial years*(Rs.) (As per Income Tax Return)	FY1 (20 20_) FY 2 (20 20_) FY 3 (2	FY 1 (20 20)	
If Salaried/Other			
Annual Income* (Rs.)	Net One	Net One	
Spouse's financial information*	☐IT assessee & paid tax last yr ☐Earns but not formally ☐IT assessee but no tax paid ☐Does not earn	☐IT assessee & paid tax last yr☐Earns but not formally☐IT assessee but no tax paid ☐Does not earn	
Bank Account Details (Details of PNB a/c if applicable)	Account I Account II	Account I Account II	
Name of Bank			
Branch			
A/c No. (details of salary a/c. for salaried)			
Statement of Assets and Liabilities*			
Information	Applicant	Co-Applicant	
Assets	Amount /Dr.\	Amount (Rs.)	
Immovable Properties	Amount (Rs.)	Amount (Rs.)	
Building/House			
Land			
Movable Properties			
Cash			
Deposits with banks			
Investment in government securities			
Others			

<sup>\*</sup>Supporting documents duly signed by the applicant should be attached

Statement of Assets and	Liabilities (C	contd.)*		
Information		Applicant		Co-Applicant
Liabilities				21 (4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Outstanding Loans/Advances		Amount (Rs.)		Amount (Rs.)
Bank(s)				
Employer				
Provident Fund				
Relatives and Friends				
Others				
Total				
Net Worth (Actual in Rs.) (Assets-Liabilities)				
Information about other Loans tak	en (including pre	vious Ioans from PNB)		
Total Loan Limit (Rs.)				
Total Monthly Repayment (Rs.)				
Whether Regular	□Yes □N	No.		□Yes □No
Proposed Loan Details				
Information				Applicant
Purpose for which loan is required (Details as per enclosure 'A' or 'B')		☐ Purchase of Plot/land ☐ Construction of house ☐ Purchase of Built house/Res ☐ Carrying out Repairs/Renov ☐ Take over loan from other b	ation/Add	lat/under construction lition/Alteration to existing house/flat
Total Cost of house/flat/construction Applicant's contribution/Margin		Total Cost (Rs.)		Applicant's contribution/ Margin (Rs.)
Loan Amount applied (Rs.) and Rate	of Interest option	☐ Floating ☐ Fixed		
Repayment Period proposed		Years Months Moratorium/Holiday Period: Months		
Monthly Installment		Mode ☐ Advance Cheques	□ Stand	ding Instructions ☐ Electronic Clearing System
Other Information				
Information				Applicant/Co-Applicant
Collateral security proposed		□Yes □ No		
If yes		Type of collateral ☐ Property  Value of collateral (Rs.)	/ 🗆 NSC/L	LIC ☐ Policy/Govt. Security ☐ Shares ☐ Others
Guarantor Available		□Yes □No If yes, then furnish details in Part II		
Pending court cases of Banks/Finance	cial Institutions	□Yes □No		
against Applicants/ As Partners/As D	irector:	(Enclose details on an annex	ure, if nee	eded)
Reference Details		Reference I		Reference II
		Reference		Reference ii
Name				
Address				
	City:	State:		City: State:
	Pin:	Country:		Pin: Country
Mobile No./Telephone	Pin:   Country:   Pin:   Country:			
· ·	*Supporting documents duly signed by the applicant should be attached			
IWe hereby request for a loan as above and declare that: The information given in the loan application is true and nothing has been concealed. The undersigned undertakes to inform the Bank any change in my residence/office address and to provide any further information that the Bank may require. The undersigned has been informed of the charges/fee to be levied by the Bank and agrees to pay upfront fee, documentation charges, etc. as applicable ad charged by the bank. The undersigned hereby agree to be bound by these terms and conditions or by the revised additional terms and conditions or by the revised additional terms and conditions or by the maken the undersigned hereby agree to be bound by these terms and conditions or by the revised additional terms and conditions which may at any time hereafter be made while the loan obtained by me/us is still outstanding. I have read the attached Most Important Terms and Conditions (MITC) annexed to the application form carefully and agree to the same.  Yours faithfully,  Signature of Applicant:  Signature of Co-Applicant:				
Name of Applicant:		Name of Co-Applicant:		
Date: Place:			Date: Place:	
Note: In case there is more than one co-applicant, he/she should fill up another form.				
note. In case there is more than one co-applican	., ne/sne snould fill up an	outer tollli.		
*SI No		ACKNOWLEDGEMENT		Datas
*Sl. No				Date:
Received application from Mr/Ms/M/S (Type of Loan) loan/limit of Rs intimated within days from date of receipt of	for completed application for		ose). The loar	n application will be disposed-off and acceptance/ rejection would be

Serial number and date of the acknowledgement should be quoted in all future correspondence.

## **ENCLOSURE - 'A'**

# ADDITIONAL INFORMATION REQUIRED TO BE GIVEN IF THE LOAN IS REQUIRED FOR CONSTRUCTION OF A HOUSE OR FOR CARRYING OUT REPAIRS/RENOVATION/ADDITION /ALTERATION TO THE HOUSE/FLAT

(\* applicable only in case of carrying out repairs/renovation/addition /alteration to the house/flat)

1.	Purchase price/acquisition cost of land: (Please attach attested copy of sale deed /lease deed)	
2.	Address, location & surroundings of the house/flat (a rough plan indicating the location and surroundings of the house should be attached)	
3.	Name & Address of the seller(s) /dealer/Housing Society to whom the payment is to be made	
4.	Area of land (sq.metres)	
5.	Proposed built up area	
6.	Estimated cost of construction OR repairs/renovation/addition/alteration (Estimate from qualified Engineer/ Architect be attached)	
7.	Particulars of construction OR particulars of repairs /renovation/ addition/alteration be given (Plan approved by the competent authority be attached)	
8.	Purchase price/original cost of house/flat as per the sale/title deed in case the house was constructed by the present owner, the purchase price of the plot and cost of construction of the house should be separately stated. (Please attach a certified copy of the sale/title deed) *	
9.	Present market value of the house/flat *	
10.	Whether the plot is free hold or lease hold (In case the plot is lease hold, please state whether the lessee is authorised to mortgage the house - copy of the letter of authority from the lessor be attached)	
11.	Has sanction for construction from the Competent authority been obtained? (If yes, give details and attach copy of plan duly approved by Municipal Body / Corporation concerned)	
12.	Whether the plot on which construction or House on which repairs/renovation/addition/alteration is proposed is free from all encumbrances whatsoever (Attach non encumbrance certificate)	
13.	Whether the place where the property is/will be situated is served by some Municipal Body/other agency?	
14.	Any other information	

#### **ENCLOSURE - 'B'**

# ADDITIONAL INFORMATION REQUIRED TO BE GIVEN IF THE LOAN IS REQUIRED FOR PURCHASE OF A BUILT HOUSE / RESIDENTIAL FLAT/UNDER CONSTRUCTION OR IF THE LOAN IS BEING TAKEN OVER FROM ANOTHER BANK/FI

1.	Address, location and surroundings of the house proposed to be purchased (Please attach a map/plan of the house)		
2.	Name & Address of the seller(s) /o payment is to be made	dealer/Housing Society to whom the	
3.	Covered area of house/flat		
4.	Year in which the house/flat was 0	Constructed /allotted	
5.	Whether completion certificate from (If yes, attach copy)	m the competent authority obtained	
6.	Name & address of the present ov (Attach proof)	vner of the house / flat	
7.	copy of agreement to sell / letter o		
8.	Whether the house is built on a le authority to mortgage the house is letter of authority from the lessor b		
9.	attorney/agreement to sell basis (a) Whether the vendor is original (b) Whether the development auth	allottee of the house/flat: nority/housing board, etc. which s a scheme in force for conversion of property	
10.	Whether the place where the propersome Municipal Body/other agence	erty is/will be situated is served by y?	
11.	Whether the house proposed to be encumbrances whatsoever (attack	n non encumbrance certificate)	
12.	Please provide the following details in case of a take-over loan only	Name of Bank/FI from which loan is being taken over: Limit (Rs.): Present Outstanding (Rs.):	

Place:
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Date:



#### Part II GUARANTOR INFORMATION

Recent Photograph of Guarantor

**Personal and Employment Details Personal Details Employment Details Employment Nature** First Name ☐ Salaried ☐ Self employed ☐ Professional ☐ Other Middle Name If professional Last Name □ CA ☐ Doctor ☐ Engineer/Architect ☐ Lawyer ☐ Small/Marginal farmer ☐ Other agriculturist ☐ Other Father's/Husband's Name Nature of Organization Income Tax PAN No.\* ☐ Govt./PSU ☐ Public Ltd. Co. □ Pvt. Ltd. ☐ Proprietorship ☐ Partnership ☐ Other AADHAR No. \* Period in Current Employment/Business Identification no.(tick any one)\* ☐ Passport no. □ Voter ID Years Months ☐ Driving License ☐ UID Name of Organization, Designation and Address □ Male Date of Birth\* and Gender ☐ Third gender Educational Qualification and ☐ Spouse ☐ Parents Relationship with applicant ☐ Son/Daughter ☐ Other City: State: Email Id Country: **Address Current Residence Address Permanent Address** Address State: City: State: City: Pin: Country: Pin: Country:

# **Financial Details**

Phone details (STD code – Number)

i mandiai betans				
Information	Guarantor			
Is he/she an Income tax payee	□ Yes □ No			
Total Income in last 2 Financial years (Rs.)	FY 1 (20 20)	FY 2 (20 20)		
Bank Account Details (Existing customer should give details of PNB account)				
Name of Bank		Branch		
A/c No. (details of salary a/c. for salaried)				

Mobile No:

#### Statement of Assets and Liabilities\*

L	iabilities		Assets
Outstanding Loans/Advances	Amount (Rs.)	Immovable Properties	Amount (Rs.)
Bank(s)		Building/House	
Employer		Land	
Relatives /Friends		Movable Properties	
Provident Fund		Cash	
		Deposits	
		Investment in govt. securities	
Others		Others	
Total		Total	
Net Worth (Actual in Rs.)			

<sup>\*</sup>Supporting documents duly signed by the guarantor should be attached

Having fully apprised myself of the particulars submitted in loan ap	pplication dated	for	(mention purpose) loan of			
Rsto be considered by the bank to Shri	/Smt/Miss Son/Wife/ Da	aughter of Shri				
I have agreed to furnish my guarantee for repayment of the loan. I hereby declare that I know the above mentioned applicant(s) very well for the lastno. of years. The information furnished by me is true and correct to the best of my knowledge and belief.						
Signature of Guarantor:						
Name of Guarantor:						
Date:						
Place:						

Note: In case there is more than one guarantor, he/she should fill up another form (Part-II Guarantor Information).



FOR OFFICE USE ONLY:	ВО
PNB Score ID :	Score
0	
Guarantor : Any Adverse report, if so Detail thereof :	
Whether KYC norms in respect of all Applicants/co-applicants/guarantors Have been complied with	: Yes/ No
Is the applicant/co-applicant/s are eligible for concessions under Women Empowerment Scheme	: Yes/No
Whether it is a take over of Loan from Bank/ FI	: Yes/ No
Whether the applicant/co-applicant is already having a dwelling unit, if so details	: Yes/ No, if yes. Details
In case of home loan with multi-location scenario, confirm that administrative clearance has been obtained	: Yes/ No
In case of construction of house, confirm that copy of Sanction Plan approved by competent authority in the name of applicant has been obtained	: Yes/ No
Legal Opinion  i) Name of approved Advocate  ii) Date of NEC  iii) Whether Counsel has given  Clear and marketable title  Of the property	
i) Gross Income of applicant i) Gross Income ii) Other Income iii) (-) Existing deductions iv) Income available for proposed EMI v) Amount of EMI vi) Net Take Home after proposed EMI	: Rs
Total Income available for proposed EMI  Eligible amount of loan as per repaying capa  Proof of Income verified  Name & Designation of person who verified	<del></del>

-	Documents from which verified Income Tax Returns/ Salary Certificate	: :
<u>Oth</u>	ner terms & conditions	
1. 2. 3. 4.	at the rate as prescribed by the Bank from time to That it will be the duty and responsibility of the Vendor/s and/or any authority/ lessor, if required create the security hereby agreed by him/her/the to the Bank to refuse to disburse the loan. The borrower/s undertake/s to take necessary stand get the conveyance/transfer deed execut connected therewith from his/her own sources. The borrower/s hereby agree/s and give/s to the loan, a general lien and right to set off and comproperties of every description coming into the poheld by the Bank on behalf of the borrower/s will be the set of the borrower will be the set of the borrow	e borrower/s to obtain the necessary permission of the l, under any law, rules, regulations or any instrument to m to be created in favour of the Bank and it will be open eps to get the leasehold property converted into freehold ed and registered and bear all necessary expenses e Bank during the currency and for the payment of said oine accounts without notice and charge on all movable assession on account of the borrower/s for the time being nether singly or jointly with others in India or elsewhere
	notes, bill of exchange, cheques, railway receipts nents/recommendations of Appraising Off	
(ivientic	on the date of visit at Borrower(s) residence/work parties.  Recommended for sanction of a Home Loan of F	,
Construction Repairs above. collater in applica Rs	s/Renovation/ /Addition/ Alteration to the existing h	ntial Flat/ Purchase of Plot/ land / For Carrying out house/flat subject to terms & conditions mentioned nt./Km/ The loan shall be repayable commencing w.e.f The e Rs and documentation charges
Orders	of the Sanctioning Authority	(Signature and name of Appraising Officer)

Place: Date: (Signature and name of sanctioning authority)

	पंजाब नैशनल बैंक	punjab national bankthe name you can BANK upon!
30		

	Date:		
Dear Sir/ Madam,			
YOUR APPLIC	CATION FOR HOME LOAN - SANCTION LETTER		
We are pleased to inform that	we have sanctioned a Home Loan of Rsin	yo	
favour for	on the undernoted terms & conditions.	•	

Sanction Terms							
Sanctioned Amount							
Rate of Interest							
Type of Interest							
Margin							
Repayment Tenor							
Number of EMIs		Amt. of EMI*	Rs.				
Repayment to be commenced from							
Amount of EMI							
Upfront fee/ Processing fee	Rs.	Documentation Fee	Rs.				
Credit Information Report Charges							
Security	Guarantor (s)						
	Primary						
	Collateral						
Prepayment Penalty	NIL, (on loans at floating rate of interest option)						
Penal Interest, if any	In case of default in repayment of loan/non compliance of						
	terms & conditions the borrower shall be liable to pay penal						
	interest of 2% on the default/irregular amount.						
	In case construction of the house is not completed within 3						
	years from date of disbursement of the loan or in case the						
	plot/land is sold, penal interest @ 2% over & above the						
		prescribed rate of interest will be charged from the date of disbursement of the loan.					
	disdursement of the Ioan.						

<sup>\*</sup> is subject to change from time to time from time to time

- 2. The above sanction is, however, subject to:
  - i) Execution of Loan documents as per Banks format & guidelines;
  - ii) The ROI/EMI is subject to change from time to time;
  - iii) The above sanction shall be valid for a period of six months from the date of issue of the sanction letter.
  - iv) That any third party liability coming on the Bank due to wrong information/ declaration given by borrower, will be his/her responsibility.
- 3. Please convey acceptance for having accepted the terms & conditions of the sanction.

Thanking you.

Yours truly, For Punjab National Bank

**Authorised Signatory** 

# MOST IMPORTANT TERMS & CONDITIONS Retail Assets Division

#### 1. Interest:

- i. Interest whether floating type or fixed type will be charged in the account as per sanction. Reset of interest will be as per stipulated in the sanction. Interest is to be calculated on daily balance due to the Bank so long as the amount due from the borrower is not paid in its entirety and the same will form part of the principal and carry interest at the applicable rate at monthly rests.
- ii. All floating loans/credit facilities linked with RLLR. The RLLR will be changed from time to time by the Bank subject to the reset of interest rate after an interval of months/year as decided by the Bank. On Reset date, the interest rate may change and if the same is not acceptable to the borrower, the outstanding term loan shall have to be adjusted in full, failing which the bank would charge the revised interest rate from the date of reset.
- iii. If the bank chooses to revise the interest rate due to the reset clause, and in case, the borrower is not agreeable with the proposed rate fixed at the time of reset or no consensus is arrived at mutually on rate of interest to be charged from the reset date, pre-payment option may be exercised by the borrower for discontinuation of the loan. In such an eventuality, no pre-payment penalty will be levied which will provide a comfort to the good corporate borrowers. However, a reasonable time of not more than one month shall be given to the borrower to make arrangement for repaying the bank's loan. After expiry of the stipulated period, the interest rate as fixed by the bank shall be charged.
- iv. The bank will make efforts to keep its borrowers' informed of any change in interest rates through the official website (www.pnbindia.in), annual statement of accounts, display in its offices and general announcements from time to time.

### 2. Penal Interest:

Penal Interest @2% will be levied in the account in case of:

- i. Non-payment of any installment of principal and/or interest, costs and other charges due, on the amount in default from the date of default; or
- ii. Any irregularity in the Loan account; or
- iii. Default in Furnishing information as prescribed/called for by the Bank; or
- iv. Diversion or siphoning of the Loan amount; or
- v. Default in creation of security within the stipulated time; or
- vi. Non-compliance of any of the terms & conditions of this Agreement; or
- vii. Any other case as the Bank may deem fit.

# 3. Margin/ Promoter's contribution

The applicant should bring in their entire contribution before release of the Loan or in the manner otherwise provided in the sanction. Further, it should also be ensured that margin stipulated is maintained / provided at each stage of disbursement.

# 4. Fee & other Charges: Fees and other charges as applicable on application/ during the currency of the loan/ conversion charges for switching

- i. All service charges viz. Upfront Fees/ processing Fees, Documentation Charges, Inspection charges etc. will be charged from the applicant as per sanction before release of credit facilities.
- i. All other event based charges like legal fees, charges for dishonour of cheques/ NACH mandate/ standing instructions, charges for drawing of Credit Information Report from Credit Information Companies like CIBIL etc., registration of charge with CERSAI in case of mortgage of property etc. will be recovered from the applicant immediately on occurring of the event.
- ii. Processing Fee paid by the Customer for availing the loan is non-refundable.
- **5. Repayment of loan:** Loan to repaid in Equated Monthly Instalments (EMI) or as stipulated in the sanction if otherwise.
- **6. Security**: The loan will be secured by mortgage of/ hypothecation of/ charge on assets purchased through bank funds in case of primary security and/or assets in case of collateral security, within the stipulated time period as specified in the sanction. Personal guarantee if any, will be obtained as per sanction.

## 7. Insurance:

- i. The borrower shall get the assets, mortgaged/ hypothecated/ charged to the bank, insured against all risks at their own cost with usual bank clause. A copy of the insurance policy will be kept on bank's records also.
- ii. In case the same is not complied with, the bank will get the same insured and cost recovered from the borrower.
- iii. The Borrower may avail health and/or life insurance cover for himself with the Bank as the sole beneficiary under the policy / policies.

#### 8. Disbursement:

- i. The borrower shall submit all relevant documents as mentioned in the Sanction Letter/Loan Agreement before disbursement.
- ii. The borrower will intimate the Bank of any change in his employment/contact details.
- iii. The borrower will request for disbursement of the loan in writing (as per the manner prescribed by Bank).
- iv. The payments will preferably be made directly to vendor/ seller from whom the applicant proposes to purchase the asset. Original bills/cash memos for all the assets financed by bank/ payments made by the bank, shall be submitted by the borrower to be placed on bank's record.
- v. In case of home loan, the Loan will be released in stages as per physical progress of the project. Before actually disbursing the loan, the Branch Head must satisfy that the borrower

- has contributed the required margin for the loan. In case of home loan for construction of house, payment will preferably be made directly to the suppliers.
- vi. Before disbursement of Loan, applicant to ensure that all necessary statutory and other approvals/permissions have been obtained.
- vii. Loan will be utilised strictly for the purpose as per sanction. Deviation if any, will be treated as non-compliance.
- viii. Borrower to comply with all preconditions for disbursement of the loan as mentioned in the Sanctioned Letter.

# 9. Recovery of dues:

- i. Customers have been explained the repayment process of the loan in respect of, tenure, periodicity, amount and mode of repayment of the loan. No notice, reminder or intimation is given to the customer regarding his/her obligation to pay the EMI/ Instalment regularly on due date.
- ii. On non-payment of EMI/ Instalment by the due dates, Bank shall remind the customers by making telephone calls, sending written intimations by post and electronic medium or by making personal visits by Bank's authorized personnel at the addresses provided by the customer. Costs of such calls/communication /visits shall be recovered from the customer.
- iii. Notwithstanding what is stated herein, it shall be the liability of the customer to ensure that the EMIs/ Instalments are regularly paid on the due dates.
- iv. Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited (CIBIL) or any other licensed bureau on a monthly basis. To avoid any adverse impact on the credit history with CIBIL, it is advised that the customer should ensure timely payment of the amount due on the loan amount.
- v. The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective law.
- vi. Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

#### 10. Customer Service

Customer Service Queries including requirement of documents can be addressed to the Bank through the following channels:

- i. Write to the branch or contact us through toll free number 1800-180-2222 / 1800-103-2222 / 0120-2490000 (tolled).
- ii. Contact the branch within the working hours for:
- a. Photo Copies of loan documents, which can be provided in 7 working days from date of placing request. Necessary administrative fee shall be applicable.
- b. Original documents namely Title Deed of Property, Registration Certificate etc. will be returned within 10 working days from the date of closure of loan.
- c. Loan Account statement (time line): Within 3 working days of the receipt of request.

- **11. Grievance Redressal:** There can be instances where the Borrower is not satisfied with the services provided. To highlight such instances & register a complaint the Borrower may follow the following process:
- a. Borrower can meet or write to the Branch Head of the concerned branch or
- b. The Borrower can complain to customer care through our website: <a href="www.pnbindia.in">www.pnbindia.in</a> or email at <a href="care@pnb.co.in">care@pnb.co.in</a> or Mobile Application "wecare" (can be downloaded through Google Playstore) or through Internet Banking/ Mobile Banking or
- c. In case the grievance remains unresolved beyond a period of 15 days, the borrower may escalate the matter to Principal Nodal Officer, Punjab National Bank, Customer Care Division, Head Office, 5, Parliament Street, New Delhi 110001.

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<sup>\*\*</sup>The above list is illustrative and may vary on case to case basis.