

# LOAN CLOSURE & DOCUMENT HANDOVER PROCESS



In Continuation with the Efforts to Serve the customer in terms of Loan maintenance, closures etc , MFL has introduced the method and procedure to streamline the same. This is in line with the Directives of the RBI guidelines.

The prime objective of customer service is to answer customer queries quickly and effectively, resolve issues with empathy and care. Once the request is raised by Customer for any query, MFL Officers will follow the process put in place below to operate and make sure Customer is attended and given necessary information and the process of MFL is clearly defined to them. Below mentioned is the procedure which is followed for the Loan closure & Document handover:

- ★ Customer approaches Loan Officer with the request of Closure of Loan.
- ★ The customer is initially counselled for the continuation of the Loan, explaining the benefits of which he may experience and is also appraised on the foreclosure and other charges pertaining to the closure of the Loan Account. If the Customer agrees, Loan is continued, and no changes are made to his loan account.
- ★ If the Customer Opts for the Closure of loan, a request & consent letter is taken from the customer with the reason for closure and source of funds.
- ★ MFL provides the customer with the Foreclosure Statement which consists of the Outstanding details along with charges as per the Loan Sanctioned terms and Conditions for specific period as mentioned in the Statement.
- ★ Once the Customer makes the Payment of the Outstanding as mentioned in the Foreclosure statement, same is accounted and the Loan is Closed in the System post validation on the source of funds being genuine.
- ★ Post loan closure the original documents will be called for and couriered to the base location from where the customer had availed the loan.
- ★ The Borrower /mortgagor can then approach the Designated location where the loan was availed for obtaining the property documents deposited with Muthoot Fincorp Ltd. Muthoot Fincorp Ltd will return the documents deposited within 30 days from the date of receiving the request or any other timeline as provided by RBI from time to time subject to producing the necessary documents.
- ★ The customer must come along with all the co-owners of the property along with the respective KYC which will be verified by MFL officers to ensure that the original property papers are being handed over to the rightful owners/ applicants of the loan.
- ★ In the event of Death of the Mortgagor, borrower or his legal heirs has to produce the necessary documents inclusive of death Certificate, legal heirs Certificate, Indemnity cum affidavit cum undertaking and any additional documents as per requirement by MFL on case to case basis . Property documents and NOC will be released to the heirs post Due Diligence as per the Internal Process subject to producing the necessary documents.
- ★ Original Property Documents are released along with the NOC to the Customer within 30 days of the Closure of Account.

Once the Mortgaged loan is Closed, the satisfaction of charge is done at CERSAI.

Release of Mortgage of the Property from SRO office is also carried out, if it is registered with SRO.

Post Satisfaction of all the documents and procedures, The Charge will get released within 30 days of the Loan Closure for normal cases.

The entire loan closure process will be completed, and originals would be handed over to the customer within 30 days from the date of Payment of Loan Outstanding by Customer.

**MUTHOOT  
FINCORP  
LIMITED**

(Secured and Unsecured  
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