

Dear Customer,

Warm welcome to the CHOLA Family!!

CHOLA is the financial services arm of the Murugappa Group. In business since 1978, the company has emerged as a leading financial service provider that caters to the financial needs of the customers with its products like vehicle finance, business finance, home equity and home loans, gold loans, stock broking, distribution & advisory services and online trading of used commercial vehicles.

At this auspicious beginning when we commence our relationship, we at Chola believe in anticipating your needs and therefore provide due information regarding your Loan account with us. Towards this, please find enclosed some of the Frequently Asked Questions you may have regarding your Loan Account with us. Should you have any further clarifications, we invite you to call our Toll Free Number 1800-200-4565 or write into customercare@chola.murugappa.com. We look forward to a continued and mutually satisfying relationship with you.

1. EMI PAYMENT

You can pay the EMI amount by cash/ DD or cheque at the nearest branch referring your loan agreement number. We request you to mandatorily collect your receipts for any payment made at the branch or with CHOLA collection executive/CHOLA authorized collection agency. In case of cheque dishonor, EMI can be paid at nearest branches along with the Outstanding Dues & Bounce dishonor charges or CHOLA's collection executive shall visit you and collect the EMI payment along with the outstanding charges if any based on your request. Kindly note that the payments through credit card shall not be entertained under any circumstances

2. POST DISBURSAL DOCUMENTS

The documents that you need to submit post disbursement are Registration Certificate (RC), copy of Insurance policy and Invoice with the endorsement of CHOLA as applicable depending on whether you have purchased a New/Used vehicle or taken a refinance on your existing vehicle. The same shall be collected by the branch sales person and we request you to hand over the same to them for our records

3. SWAPPING OF BANK ACCOUNTS/CHANGING REPAYMENT MODE

Fresh set of PDC/ECS can be sent to the nearest branch along with repayment mode swapping form for the remaining installments, alternatively it can be collected by the branch executive at customer place on intimation. The same procedure is applicable for swapping of bank accounts for EMI payment where your repayment mode remains unchanged. This service is charged as detailed under schedule of charges mentioned below. Please note that the swap will take up to 30 working days, from the date of receipt of fresh instruments until then, the existing cheques will remain in operation for the EMI clearance.

4 .FEES & CHARGES

The schedule of charges as applicable on date is provided below:

Description of Charges	Amount
SOA CHARGES	Rs. 250
Swapping charges (from ECS/PDC to) Roll over PDC CHARGES Non PDC CHARGES(Cash Payment Mode)	Rs. 1500 Rs.1500
* Subject to company's acceptance	
Charges for swapping PDCs of one bank to another	RS.1000
Pre Closure charges	4% of the principal outstanding for any preclosure after 12 months from date of agreement+ Service tax 5% of the principal outstanding for preclosure from 7 to 12 months from date of agreement + Service tax
Cheque /ECS bounce charges	Rs.500 per returned ECS/Cheque
Payment collection charges (FVC)	Rs.200 per transaction
Duplicate NOC charges	Rs. 500 per expired/Lost NOC

5. ADDITIONAL LOANS/REFINANCE & TOPUPS/INSURANCE & RENEWALS/OTHER PRODUCTS

We are glad to inform you that based on your performance with us; you would also be eligible for additional loans with us, subject to terms and conditions. To avail this, we request you to contact our Toll Free No 1800-200-4565 for the same or walk into our nearest branches to get more details. The various products inter-alia includes

- USED VEHICLE LOANS
- NEW VEHICLE LOANS
- TOP UP LOAN FOR EXISTING LOAN
- HOME EQUITY LOANS
- CORPORAETAE MORTGAGE FINANCE
- GOLD LOANS
- PERSONAL ACCIDENT COVER
- MOTOR INSURANCE

We are pleased to inform you about our online trading website for Used Commercial vehicles www.shubhtrucks.com which has become operational now. SHUBH TRUCKS facilitates you to buy and sell used commercial vehicles online by checking the vehicle details.

6. UPDATION OF LATEST CONTACT DETAILS

As a registered company abiding by the Fair Practices Code guidelines inserted by the RBI, we are obliged to communicate certain information to you during the tenure of the loan which is strictly confidential. Your

association with us through phone/Letter or e-mail is really significant. Please contact us at local branch/Head office with due address proofs like your Driving License, Pan Card, Voter's ID, passport etc and give your request to enable us to do the needful.

7. LOAN CLOSURE

Please contact the nearest branch for details regarding closure of your aforementioned Loan with us.

8. NOC/DUPLICATE NOC

You can approach us for an NOC if your last installment cheque or last overdue or preclosure amount has been paid and cleared in your bank account and if you do not have any other loan against the same vehicle. You may get in touch with your nearest branch along with copy of your bank account confirming the above cheque clearance, copy of Registration certificate & Original.

In case of NOC loss or expired, you may obtain a duplicate NOC with payment of Rs.500 via Cash with our nearest branch along with copy of Registration certificate & Indemnity bond if the validity date of the lost NOC hasn't expired. This is applicable only if you do not have any other loan against the same vehicle.

For any other types of NOC (Permit change, Engine & chassis change etc) you can raise a request by submitting a written request letter duly signed, supported by valid proofs (RC copy, engine & chassis invoice copy etc), for the same with the nearest branch. If you have NIL outstanding amount in your account, you can get the Permit Letter from your nearest branch.

9. SPDC RETRIEVAL

In case of closure of Loan, including Preclosure unused SPDC's will be returned along with NOC. In the event, the customer fail to collect the unused SPDCs / PDCs within 60 days, company will destroy the unused cheques without intimation to the customer.

10. REFUNDS

For TDS refund, Please contact us with your original Form 16 A and e-filing confirmation. Please do also intimate us upfront in case you are claiming TDS refund for multiple accounts with CHOLA. We will check the details and update you on the refund possibility and status. Also please do note that over dues, if any, will be adjusted in your TDS refund amount.

Any other refund requests can be raised with the nearest branch along with the copy of your bank statement validating the clearance of your final payment to us from your bank account.

11. INTEREST CERTIFICATE

Please do get in touch with the local branch/call center at 1800-200-4565 who shall provide the Interest certificate, or write to us at customercare@chola.murugappa.com.

12. MARKETING PROMOTIONS:

In order to customize our offering to suit your varied needs, we will be coming up with many marketing promotions. You will receive our mailers or telephone interactions regarding the same.

13. FEEDBACK/CLARIFICATIONS:

We value your feedback. You can either write to us at customercare@chola.murugappa.com or call us at our Toll Free Number 1800-200-4565

Glossary:

Some of Our abbreviations	PDC - Post dated cheques
	ECS - Electronic Clearing Service
	SPDC – Security post dated cheques
	CIFCL - Cholamandalam Investment and Finance Co Ltd
	SOA - Statement of Account
	NOC – No Objection Certificate
	PDD - Post Disbursal Documents
	EMI – Equated Monthly Installment
	TDS - Tax deducted at Source
	WL - Welcome Letter
	RBI – Reserve Bank of India

Other Technical Terms:

Roll Over Post dated Cheque (RPDC)	RPDC is a repayment mode where the customer should give 12 post dated cheques (PDC) for each EMI amount, payable by him for a financial year (12 months). Once the above PDCs are exhausted by the Company the customer should provide another 12EMI PDCs, for the next financial year or such number of EMI PDCs if the repayment tenure ends in between the next financial year. The customer should follow this procedure till he completes his last installment.
Non Post dated Cheque (NPDC)- Cash Payment Mode	NPDC is a repayment mode where the customer should pay his EMI by cash mode instead of making a Cheque payment. The cash payment shall be made either at the branch or with Chola's Authorized collection agency/executive and should collect proper receipt for such payment. The customer is required to give 4 Security cheques while he/she switches from RPDC mode to NPDC mode
Swapping of Bank accounts/Repayment mode	Swapping means exchanging the present repayment mode with another repayment mode or replacing the post dated cheques with new set of post dated cheques of other bank or account