

## FREQUENTLY ASKED QUESTIONS

### **1. What is Processing Fee?**

Processing fee is the amount charged to cover the administrative cost of processing your loan application.

### **2. What are Overdue Charges?**

Overdue charges are fees levied in case of delayed EMI payments.

### **3. What are Bounce Charges?**

Bounce Charges are penal charges applied when an EMI payment fails. This may occur due to insufficient balance in the bank account, an inactive or closed account, or technical issues at the bank's end.

To know more about the applicability of these charges, [click here](#).

A failed EMI payment may also be reflected in your credit history.

### **4. What is the minimum and maximum amount allowed to make part-prepayments in an outstanding loan account?**

The minimum amount for making a Part-Prepayment is Rs. 1. The maximum amount can be any amount less than the total principal outstanding on your loan.

### **5. Once I complete a Part-Prepayment, will my EMI amount be reduced or my tenure?**

For fully disbursed loans, you can choose whether your Part-Prepayment reduces your EMI or your tenure.

For Flexi loans or partially disbursed loans, the impact of Part-Prepayment is applied to EMIs by default. If the Part-Prepayment is made through the 'eCMS' payment method, the impact is applied to EMIs in that case as well.

### **6. When will the Part-Prepayment reflect in my Statement of Account?**

If the payment is made through the 'eCMS' payment option before 5 PM on a working day, the amount reflects on the same day.

If the payment is made via the 'Payment Gateway' option, your Statement of Account reflects the Part-Prepayment amount within 48 hours of receiving the funds.

### **7. Can I make a Part-Prepayment if my loan account has an overdue?**

You can make a Part-Prepayment only after clearing your overdue amount. You can clear the overdue amount online through the BHFL Customer Portal and Mobile App.

## **8. How do I make changes or corrections to my insurance policy?**

To make corrections to your insurance policy, such as updates to your Date of Birth, PAN, or name, write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in) using your registered contact details.

Alternatively, you can contact your insurer directly using the customer service details mentioned in your policy document.

## **9. Can I change my repayment due date? If yes, how?**

Yes, you can choose between the 2nd or the 5th of every month as your repayment due date. To request a change, write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in) using your registered contact details.

To ensure the change applies to your upcoming EMI, submit your request at least 10 days before your current due date. For example, if your EMI is currently due on the 2nd of the next month and you want to change it to the 5th, you should submit your request on or before the 22nd of the current month (assuming a 30-day month).

The interest component of your EMI may vary for the immediate cycle due to the change in the number of days. In the above example, since the due date is postponed, the interest component increases for that EMI only.

If you prepone your EMI due date, the EMI amount remains the same. However, the interest component reduces, and the principal component increases proportionately.

## **10. How does changing my EMI due date affect my repayment schedule?**

If you postpone your EMI due date within a month, additional interest is charged for the difference in the number of days. This applies only to the subsequent EMI.

If you prepone your EMI due date, your EMI for the subsequent month remains unchanged. However, the principal component increases to offset the reduction in interest.

## **11. Can I increase my EMI?**

Yes, you can increase your EMI or even reduce your tenure. Here is how you can do so:

If you are using the BHFL Customer Portal:

1. Log in using your registered contact details or CIF and password
2. Select and open the 'Manage My Loan' option from the left-hand-side menu
3. Select 'Increase My EMI' from the dropdown options
4. Select your Loan Account Number if you have more than one loan

5. Select Impact, i.e., whether you want to increase your EMI, or reduce your tenure
6. Re-enter the revised EMI amount, or revised tenure
7. Complete the required checks, generate OTP and submit to confirm your request

If you are using the BHFL Mobile App:

1. Log in using your registered contact details or CIF and password
2. Select 'Increase My EMI' from the 'Quick Links' tray
3. Select your Loan Account Number if you have more than one loan
4. Select Impact, i.e., whether you want to increase your EMI, or reduce your tenure
5. Re-enter the revised EMI amount, or revised tenure
6. Complete the required checks, generate OTP and submit to confirm your request

Please note:

- If your loan is fully disbursed, you can choose whether the change should increase your EMI or reduce your tenure through the self-service option
- If your loan is partially disbursed, the option to modify tenure is not available on the portal. In such cases, write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in) using your registered contact details
- If your loan is under the Flexi variant, the impact of the rate revision is reflected only in the EMI amount. Please refer to the detailed rate revision email sent to your registered email ID

## **12. Can I reduce my EMI?**

You can reduce your EMI amount by making Part-Prepayments and choosing to reduce the EMI amount instead of the tenure.

Please also note that you cannot reduce your EMI by extending your tenure.

## **13. Can I increase my tenure to reduce my EMI?**

Your loan tenure is determined as per the company's credit and risk policies and cannot be increased voluntarily once the loan is disbursed.

It may vary based on factors such as changes in interest rates, the company's internal policies, regulatory requirements, or loan default.

## **14. Can I convert Pre-EMI to an EMI?**

If your loan is currently in Pre-EMI mode, where you are paying only the interest component, you can request to convert it to EMI mode, where both principal and interest are payable.

To request this through the BHFL Customer Portal, please follow the steps mentioned below:

1. Log in using your registered contact details or CIF and password
2. Select 'Manage My Loan' and choose 'Convert Pre-EMI to EMI' from the dropdown options
3. Select your Loan Account Number, and click on 'Proceed'
4. Confirm your request by generating and submitting the OTP

Alternatively, you can write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in) to raise a request. You can expect a response within 48 hours.

### **15. How do I avail of my pending disbursement amount?**

To avail of your pending disbursement amount, you are requested to connect with your sales representative.

Once all required documents are submitted and verified, the disbursement will be released as per the terms mentioned in your sanction letter.

### **16. How can I get my personal details, such as date of birth, communication address, email ID, and mobile number, changed?**

You can raise a request to update your registered email ID and mobile number through the Bajaj Housing Finance Customer Portal or App. You can also raise a request on the portal or app to update your communication address.

To process your request, you will need to share a valid ID proof, such as:

- PAN Card
- Passport
- Voter's ID
- Driving Licence
- Aadhaar Card

To update your date of birth, write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in), and a representative will connect with you to take the request forward. Alternatively, you can visit your nearest BHFL branch.

### **17. How can I check the status of my Pradhan Mantri Awas Yojana (PMAY) subsidy application?**

PMAY subsidy is a Central Government scheme, and Bajaj Housing Finance checks your eligibility and forwards your application to the relevant government authorities on a case-by-case basis.

Once the required documents are submitted as per the PMAY scheme, the application is reviewed by the authorities. The subsidy may be approved or rejected based on the details provided.

If approved, the subsidy amount is credited to your loan account and adjusted against your EMI.

If you have your PMAY application ID, you can track the status on the [official PMAY website](#).

### **18. What is a Flexi Loan?**

Flexi Loan, unlike a regular Term Loan, allows you to part-prepay and withdraw funds at any time. This gives you the flexibility to manage your cash flow more efficiently.

### **19. When can I start transacting on my Flexi Loan account?**

You can start transacting on your Flexi Loan account after loan disbursement. You can withdraw and part-prepay funds through the Customer Portal, 24x7.

### **20. When will I receive funds after placing a withdrawal request on my Flexi Loan account?**

The funds are credited to your bank account within 24 hours (banking hours) after you raise a request through the Customer Portal.

### **21. What is AMC, and why is it charged to my account?**

Flexi is a unique proposition offered by BHFL. It allows you to save on interest by transferring excess funds to your Flexi account and withdrawing them whenever required.

AMC charges, as mentioned in your sanction letter, are levied every year on the Drop Line Limit, that is, the limit as on the completion of each year. In the first year, AMC is charged upfront at the time of loan disbursement.

If you wish to discontinue paying AMC, you can convert your Flexi Loan to a Term Loan on the residual tenure by visiting your nearest BHFL branch and signing an Amendatory Agreement. Alternatively, you can write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in) and raise a request. You can expect a response within 48 hours.

### **22. How can I get the latest details for loan foreclosure?**

To get information on loan foreclosure, please write to [bhflwecare@bajajhousing.co.in](mailto:bhflwecare@bajajhousing.co.in), and our team will get back to you within 48 hours.

### **23. When will I get my original documents back after I foreclose my loan?**

Once your loan is closed in our system, a request to release your property papers will be placed internally with our storage partner. After the closure of all linked loan accounts, the original documents will reach the branch within 30 days from the date of loan closure.

Once we receive the documents from our storage partner, a service executive from the local branch where your loan was booked will contact you over email and share the address from where you can collect the documents.

Please note that the documents will be handed over only to the property owners. Therefore, all property owners will need to visit the branch along with an original photo ID to collect the documents. Identification proof can include:

- PAN Card
- Driving Licence
- Aadhaar Card
- Voter's ID

#### **24. When and how can I get a No Objection Certificate?**

Once the loan is closed in our system, you will receive a system-generated Loan Closure Letter within 3 days. The No Objection Certificate is issued only after all linked loans are closed.

#### **25. When will my loan closure status be updated in CIBIL?**

Once your loan is foreclosed, BHFL reports it to CIBIL as 'Closed'. This status is usually updated in your CIBIL record within 15 days from the date of loan closure.

#### **26. How frequently can my interest rate change, and how will BHFL inform me?**

BHFL, at its sole discretion, reserves the right to revise your interest rate at any time during your loan tenure. This may happen due to changes in the BHFL FRR, internal policies, external regulatory requirements, or in the event of loan default. This includes any delay on your end in providing or executing documents required under the agreement post loan disbursement.

Any revision in the rate of interest will be communicated in advance through email or SMS on your registered email ID or mobile number. The revised rate will be effective prospectively.

#### **27. If my interest rate changes due to a change in the BHFL FRR or the Repo Rate, how will BHFL communicate the revised interest rate to me?**

You will receive prior communication through email or SMS on your registered email ID or mobile number.

