

# Akme Star Housing Finance Limited

## Comprehensive Notice Board

Updated upto  
30/09/2015

### A. CUSTOMER SERVICE INFORMATION:

- i. We have separately displayed the key interest rates on loans.
- ii. We also displayed all the types of charges & fees.(as mentioned in most important terms & conditions)
- iii. Nomination facility not applicable since our's is a non-deposit taking company.

### B. SERVICES CHARGES:

Particulars	Amount
Processing charges	NIL
Stamp charges	Actual as per state rules depending upon amount of loan
Legal/Search/Non-encumbrance charges	Actual to be paid to advocate
Valuation charges	Actual to be paid to valuer
Estimate of construction/Repair renovation	To be paid by the borrower on actual basis from whom the estimate is prepared by himself.
Cheque return charges	500
Delay in payment of EMI charges	3% montly on amount defaulted
Statement Charges	NIL
Foreclosure charges	NIL (in case the account is closed from own sources)

### C. GRIEVANCE REDRESSAL:

- i. If you have any grievances/complaints please approach Director available in the office during office hours or any one can lodge the complaint through post or E-mail.
- ii. If your complaint is unresolved at the Director level you may approach our Managing Director at address given below – **AKME BUSINESS CENTRE (ABC) 4-5 Subcity centre, Savina Udaipur-313001 Rajasthan**
- iii. If you are not satisfied with our Grievance Redressal you may approach the **NATIONAL HOUSING BANK** at: **Complaint Redressal Cell,Department of regulation & supervision, National Housing HFC's,4<sup>th</sup> Floor, Core 5A, India Habitat Centre,Lodhi Road,New Delhi – 110 003.**

### D. OTHER SERVICES PROVIDED – House loans, Mortgage loans (loan against property)

### E. INFORMATION AVAILABLE IN BOOKLET FORM – Please approach 'MAY I HELP YOU COUNTER' for:

- I. All the items mentioned in A to D above.
- II. Time norms for common transactions.
- III. KYC/Fair Practice Code/The Code of commitment to customers.

### F. Display of Certificate of Registration (COR) issued by NHB - Displayed separately

NAME OF THE COMPANY:

**AKME STAR HOUSING FINANCE LIMITED**

OFFICE WORKING HOURS:

**MONDAY TO SATURDAY – 10.00 A.M. TO 5.30 P.M.**

LUNCH BREAK:

**1.30 P.M. TO 2.00 P.M.**

WEEKLY HOLIDAY:

**EVERY SUNDAY**