

Frequently asked Questions (FAQs) on EMI Moratorium Policy - "RHFPL- COVID 19"

1. What is the moratorium/deferment scheme that is being offered under this policy?

The Reserve Bank of India (RBI) has permitted Banks/ NBFCS/ HFCs to grant a moratorium of three months on payment of all instalments falling due between 1 March 2020 and 31 May 2020. As per the said circular repayment schedule for such loans as also the residual tenor, will be shifted across the board by three months after the moratorium period. **Interest shall continue to accrue on the outstanding portion of the term loans during the moratorium period.**

Link to the said circular is enclosed here with-

<https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=11835&Mode=0>

Link to the RHFPL's Policy is attached here with –

https://rohahousing.com/wp-content/uploads/2020/03/RHFPL-Policy_Final.pdf

Note: The interest in moratorium period will be added to the outstanding principal and revised EMI will have to be paid as future instalment which will be higher than current EMI.

2. Which products and instalments are covered under this policy?

- All products offered by RHFPL are included in the scheme.
- Moratorium is temporary postponement of payment of interest/ principal/ instalments (and is not a waiver) for the period from Mar 01 to May 31, 2020.

3. How do I apply for rescheduling/moratorium? Can I write to my Relationship Manager? Can I call on toll free no and apply?

- You can apply online through the link on <https://rohahousing.com/>
- You can email on customerservices@rohagroup.com through your registered mail ID.
- There is no other mode of application for the moratorium scheme.

4. Does the moratorium automatically apply for my loan? How do I know whether I am eligible for the scheme?

No. Moratorium does not apply automatically for your loan. One has to apply for taking the deferment benefit under this scheme. After your request for deferment, RHFPL will examine your request and may/may not allow deferment.

Kindly also note below:

- In cases where customer is in overdue as of Feb 29th, 2020, they are automatically covered in the moratorium however, they have to clear their dues till 29th February, immediately.
- In cases where NACH of the customer is not registered, those also are automatically covered in the moratorium. However, if you do not want moratorium, you can contact our branch and can pay the instalments
- If you bounce the April and May 2020 instalment, this act of bouncing his EMI will be construed that customer's financial conditions is not conducive. Hence benefit of deferment of EMI as per this policy will be automatically given to such customer. However, if you do not want moratorium, you can contact our branch and can pay their instalments post bouncing.

5. Will I get an instant confirmation on moratorium once I apply online?

- You must apply on or before April 3rd, 2020 for April Installment and on or before May 3rd for May Installment.
- Successful submission of the application for moratorium does not mean confirmation for the scheme.
- If request received later to the above timelines, then the installment shall be presented as per the cycle dates.

6. What happens after the moratorium period ends? Will I have to pay all my EMIs at once?

- You will have to pay as per the below:
 - The EMI due date will be shifted to 5th/11th June 2020 as per your cycle date. Interest will continue to accrue during the moratorium period. Loan tenor shall be extended by 3 months. The interest accrued for deferment period shall be added to the loan outstanding and new EMI shall be calculated at the applicable rate. The EMI from June 2020 onwards shall be accordingly increased.

7. For Partly disbursed Home Loans, what will be the change:

Same as point no 6

8. Should I necessarily take the benefit?

You may take the benefits under this scheme if there is a disruption in your cash flows or there is a significant loss of income. However, you must take into account that the interest on the loans, though not mandatorily payable immediately and gets postponed by 3 months, continues to accrue on your account and will result in higher expenses for you.

9. What happens if I don't opt for the moratorium?

Please note that accepting moratorium is not mandatory. RHFPL suggest that you don't opt for moratorium unless there is huge cash flow issue or income issue with you. If you don't opt for the same, the installment shall be continue to be presented on the cycle dates and you shall be liable to pay the instalments on time without any additional interest.

10. If I am eligible, will my account get reported for non-payment due to the moratorium to the CIBIL and other bureaus and for other regulatory requirement?

No, your loan will not get reported for non-repayment if RHFPL has approved the moratorium on your loan.

11. Till what date can I opt for the moratorium period/ place a request for the moratorium period?

Request can be placed till 3rd April for moratorium of April and May month EMI and May 3rd for May month EMI.

12. Is there any way that the payments made in Mar-2020 be reversed back into my account/transferred back to me?

No. The payments already made into the Loan Account in March 2020 cannot be reversed.

13. Will my rate change during the moratorium period?

The prevailing rate of interest of the loans will continue to be applicable for loans opting for the moratorium. No change in rate of interest.

14. What confirmation will the customer receive from the RHFPL, post acceptance of the moratorium request?

Customer will get a confirmation email from us on the registered email address along with the revised repayment (amortization) schedule. If you email ID is inactive or not registered, then you may collect from the RHFPL branch post the lock down period.

15. What if don't opt or moratorium and my installment bounces.

As per RHFPL's board approved policy on COVID – 19, bouncing of instalment will automatically be construed as acceptance to the deferment scheme. **However, if you do not want moratorium, you can contact our branch and can pay your installments post bouncing.**

16. Should I get upset if any bank staff or its collection agent approach me for repayment?

You should not get upset and tell bank staff/ collection agent that you want to avail the benefit being extended under this scheme. They shall guide you on the next steps.

17. I have outstanding installments as of Feb 2020 also. Can I apply for moratorium for those instalments?

No, the dues till Feb 29th, 2020 shall remain as it is and you have to pay them at the earliest. Penalty and charges for delay payment shall be levied during this period.

18. I have more than one loan from (E.g. HL & LAP). Can I get EMI moratorium for both the loans?

Yes, you can opt for EMI moratorium for each loan that you have availed from us. Please remember that additional interest for the EMI moratorium period will be added to principal outstanding for each loan separately at applicable contracted rates.

19. Will there be late payment charges/ default interest/ additional interest for the deferred instalment during the moratorium period?

No late payment charges/ default interest/ additional interest shall be levied during the moratorium period on the deferred installment(s)

20. Do I need to submit fresh NACH debit mandates?

Yes, in case the instalment amount increases, and existing mandate does not cover the new EMI, then a fresh NACH mandate will be required.

21. If my loan disbursement is done in March 2020, then would I be eligible for moratorium?

Yes, if your instalment/payment falls due on or before May 31, 2020.

22. Do I have to pay penal interest/charges for the deferred instalment?

No, you do not have to pay any penal interest or any charges for the deferred payment. However as mentioned, interest will continue to accrue on the deferred instalment which will be added back to your outstanding principal. Hence, you future EMI will increase marginally, and your tenor will get extended by three months.

23. Can I make part payment in future and reduce my EMI/ balance tenor?

Yes, you can always make part prepayment as per allowed terms of the contract. The Schedule of Charges uploaded on the website of RHFPL has to be referred for applicable prepayment charges.

24. Can I opt for moratorium and still pay EMI dues in on my own?

Please note, once moratorium opted and confirmed, the NACH for the month shall not be presented. However, you can still pay the EMI's by visiting our branch on working days post lockdown or directly doing bank transfer via NEFT to the bank as details mentioned below:

Bank Account No	50200029608584
Account Holder Name	Roha Housing Finance Private Limited
IFSC Code	HDFC0000668
MICR	400240096
Branch Address	National House, Plot No.13/14/15, Sahar Road Junction, Western Express Highway, Vile Parle, Mumbai-400057, Maharashtra