

# VRIDHI FISERV HOME FINANCE LIMITED (VFHFL) (formerly Vridhi Finserv Limited)

## STANDARD TURN AROUND TIME FOR COMMON TRANSACTIONS (TAT) Version V4.0

<b>Approving Authority</b>	Board of Directors
<b>Reviewing Authority</b>	Compliance Department
<b>Original Issue Date</b>	5 <sup>th</sup> January 2023
<b>Last Review Date</b>	5 <sup>th</sup> February 2025
<b>Policy Making Body</b>	Operations Department
<b>Effective Date</b>	5 <sup>th</sup> February 2025

## STANDARD TURN AROUND TIME(TAT) FOR COMMON TRANSACTIONS

Vridhi Finserv Home Finance Limited ('VFHFL' or 'Company'), to serve the customers in a transparent manner, have defined the standard turnaround time (TAT) for various type of queries/requests from customer which would be resolved within proposed no. of days as per table below:

S.N.	Type of Query/ Request	Standard TAT (in Working days)
1	Request for copy of Loan Agreement	7
2	Request for copy of Property Papers	15
3	Request for copy of any other Document	7
4	Request for copy of List of Documents	21
5	Request for Amortization Schedule/Statement of Loan Account (SOA)	3
6	Request for Foreclosure Enquiry	15
7	Request for Principal and Interest Payment Statement	7
8	Retrieval of original Property Papers from the date of final payment/credit in Vridhi's bank account	30
9	Request for change in EMI/ Tenor (subject to Vridhi's norms)	15
10	Updation of Cheque/ Repayment Instrument	7
11	EMI Refund for EMI cleared after Foreclosure	15
12	Refund of any excess amount collected	15
13	Updation of Contact Details	7
14	TDS Refund Post Submission of Valid TDS Certificate (if applicable)	30
15	Request for Foreclosure Letter	21
16	Updation of Payment for Foreclosure of Loan	7
17	Updation of Part Payment made	7
18	Issuance of No Objection Certificate on closure of Loan	15
19	Sending acknowledgement/response to complaints of borrowers.	7
20	Sending final response to complaints of borrowers	30
22	Communication in case of rejection of application	60
23	Communication of sanction of loan	60

- TAT to be calculated from the date when complete information with respect to service request has been provided.
- Any other type of request not covered above, TAT for the same depending upon type of request.

➤ **CHANGE CONTROL RECORD**

Version No.	Change Request by	Memorandum of Change	Approval date
1.0	Operations Department	-	5 <sup>th</sup> January 2023
2.0	Compliance Department	-	28 <sup>th</sup> September 2023
3.0	Compliance Department	-	29 <sup>th</sup> March 2024
4.0	Operations Department	-	5 <sup>th</sup> February 2025

