

# Loan Closure & Return of Property Documents Policy

## 1. Our Promise: Transparency Through the Last Mile

1.1. We are committed to making your loan closure as smooth as your growth journey. This policy outlines exactly how we handle the closing of your account and the secure return of your original property papers, in full compliance with the Fair Practice Code.

## 2. The Loan Closure Process

2.1. To begin closing your loan, please visit your branch with your Loan Number and a formal closure request letter.

2.1.1. **Confirmation:** Our customer care team will call you to discuss your request

2.1.2. **Foreclosure Details:** If you proceed, you will need to pay foreclosure request charges to receive your official Foreclosure Letter (FC)

2.1.3. **Final Payment:** Pay the amount stipulated in the FC Letter and obtain a valid receipt

2.1.4. **Closure:** Once funds are credited and a final receipt is issued, your loan will be closed

## 3. Getting Your Papers Back

3.1.1. Your original property documents will be available at your home branch (or a requested branch/ Head Office) within 30 days of full settlement.

3.1.2. **Personal Collection:** All property owners must personally visit the branch with original KYC documents for verification

3.1.3. **Signing Off:** Owners must sign the No Objection Certificate (NOC), List of Documents, and the Letter of Release for the mortgage/ lien

3.1.4. **NOC Issued:** You will receive your original papers along with an NOC and a Letter for Release of Lien/ Charges

## 4. Special Ownership Guidelines

4.1. **Non-Individuals:** Entities must provide a formal resolution naming an authorized person for the handover. If a resolution isn't applicable, an Authorization Letter is required.

4.2. **Firms:** All partners must be present collectively for the document handover.

4.3. **Takeovers/ BT:** For Balance Transfers, the new institution must issue an authorization letter to our Head Office. Handover will occur to the property owner in the presence of the authorized representative.

## 5. Closure in the Event of Demise

5.1. During difficult times, we aim for a compassionate and efficient approach:

5.1.1. **Legal Heirs:** Must visit the branch personally with a valid Legal Heir Certificate (or satisfactory alternative like Ration Card/ JAN Aadhaar) and original KYC

5.1.2. **Insurance:** If the customer was insured, legal heirs should submit documents to initiate a claim.

Any claim amount received will be adjusted against the outstanding balance.

5.1.3. **Settlement:** Once the remaining balance is settled, property papers will be available within 30 days. Legal heirs will need to sign the NOC and an indemnification for the company.

## 6. Important Timelines and Charges

- 6.1. **30-Day Window:** Documents are held at the branch for 30 days. If not collected, they are recalled to our Head Office
- 6.2. **Custodian Charges:** A charge of ₹500 + GST per month may apply for safekeeping beyond the initial 30-day period
- 6.3. **Retrieval:** If papers are recalled to the HO, you must raise a fresh request for re-dispatch
- 6.4. **Delays:** If papers are not ready within 30 days, please notify us at [hello@quincecapital.in](mailto:hello@quincecapital.in) or +91 8956604659 within 21 days

## 7. Document Safety and Liability

- 7.1. **Loss or Damage:** In the rare event of loss/damage before handover, we will assist in obtaining duplicates/certified copies at our cost. Full customer cooperation is required to expedite this.
- 7.2. **Liability Limitations:** We are not liable for delays caused by external government authorities or "Force Majeure" events beyond our control (e.g., natural disasters, pandemics, or state actions)
- 7.3. **For Clarifications**
  - 7.3.1. **Call:** + 91 8956604659
  - 7.3.2. **Email:** [hello@quincecapital.in](mailto:hello@quincecapital.in)

## Approval

Department	Approval Authority	Last Review Date	Version
Compliance	Board	Dec 2025	1.0

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