SWARNA PRAGATI HOUSING

Procedure for Return of Original Property Documents to Legal Heirs in Case of Demise of Borrower

1. Intimation of Demise and Request for Documents

In the event of demise of the sole borrower or, where applicable, all joint borrowers, the legal heir(s)/claimant(s) may approach the Company for release of the original movable/immovable property documents by submitting:

1. Death Certificate of the deceased borrower(s);
2. Valid identity and address proof of the claimant(s);
3. Document(s) establishing the relationship/legal entitlement of the claimant(s); and

The Company may seek additional documents or clarification only where reasonably required to establish the identity, legal entitlement or authority of the claimant(s), or to address any competing claim, dispute or legal impediment.

2. Verification of Claim and Loan Account

Upon receipt of the request, the Company shall acknowledge the request and verify the death of the borrower(s), identity and legal entitlement/authority of the claimant(s), status of the loan account, outstanding dues, applicable insurance claim and whether there is any subsisting dispute, injunction, competing claim or other legal impediment to release of the documents.

The Company shall communicate any material deficiency in the documents submitted by the claimant(s) within 7 working days and endeavour to complete the verification within 15 working days, subject to receipt of all required documents and information.

3. Settlement of Loan Account and Insurance Proceeds

Where the loan account is covered by an applicable insurance policy, the Company shall process the insurance claim in accordance with the terms of the active insurance policy. Any insurance proceeds received towards settlement of the loan shall be appropriated towards the Principal Outstanding and other applicable dues. Upon full settlement of the loan account, any surplus insurance amount, if available, shall be deposited in the bank account of the nominee.

4. Release of Original Property Documents

Upon full repayment/settlement of the loan account and completion of the applicable verification requirements, the Company shall release the original property documents to the person(s) legally entitled to receive them.

The original property documents shall be released within 30 days from the date of full repayment/settlement of the loan account, in accordance with applicable RBI directions.