



Process to be followed for return of original immovable property documents (“OTDs”) to the legal heirs in case of the contingent event of sad demise of the Borrower(s) (hereinafter referred to as “Borrower(s)”) after full repayment / settlement of outstanding loan amount:

In the event of sad demise of the Borrower(s), the legal heir(s) of the deceased Borrower(s) will be required to reach out to Hinduja Housing Finance Limited (“HHFL”) at a nearest branch.

- **Visiting hours:** 10:30 AM to 4:30 PM (Monday to Friday) and 10:30 AM to 1:30 PM (Saturday). Branch Office remains closed on Sundays
- **Details of the person to be contacted:** Cluster Business Manager at branch office of HHFL;

The legal heir(s) will have to submit following documents to process the request:

Mandatory documents:

- Death Certificate of the Borrower(s);
- Legal Heir Certificate or equivalent certificate as per prevailing regulations of the State.
- Succession Certificate in case of any dispute in payment of outstanding loan amount
- Affidavit-cum-Indemnity to be executed in favour of HHFL by the legal heir(s) confirming the list of legal heirs(s) as per the stipulated format (Refer Annexure 1)
- One KYC document of the following Officially Valid Documents of the Legal heir (s) to whom the OTD shall be handed over:
 - Passport;
 - Driving licence;
 - Proof of possession of Aadhaar number;
 - Voter's Identity Card issued by the Election Commission of India;
 - Job card issued by NREGA duly signed by an officer of the State Government
 - Letter issued by the National Population Register containing details of name and address.
- The legal heirs may jointly submit their request or issue letter of Authority/consent letter in favour of one or more legal heirs of borrower(s) by the remaining legal heirs of borrower/mortgagor as per the format (Refer Annexure – 2) along with their KYC (any one Officially Valid Documents as listed above) notarized by Notary public.

Verification and handover process:

- HHFL shall check if the property requested to be released / OTDs of which are requested to be returned to the legal heir(s) is not cross collateralised to any other credit facility availed by the Borrower(s) from HHFL.
- In case the property is offered as security for any other loan availed by the Borrower(s), then the OTDs shall not be released / returned till all the loans availed from HHFL, having a charge on the property, are repaid in full by the Borrower(s).
- Property Documents will be handed over to the legal heir(s) after successful verification of the above submitted documents.
- Legal heir will have to sign a customer acknowledgement/receipt letter (Refer Annexure – 3) at the applicable branch post receiving the original property document from HHFL.



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The release of original immovable property documents with relevant registry will be done within 30 days as per the RBI notification on 'Responsible Lending Conduct – Release of Movable / Immovable Property Documents on Repayment/ Settlement of Personal Loans' dated 13th September 2023. In case of any delay on non-submission of relevant documents on the part of the legal heirs/claimants/co-mortgagor in the contingent event of demise the reason for such delay will be communicated to the legal heirs/claimants/co-mortgagor, the delay days will not be calculated for the above 30 days' calculation.

Registered Office

Hinduja Housing Finance Limited,
No: 27-A, Developed Industrial Estate,
Guindy,
Chennai-600032.
1800 3005 5955
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ANNEXURE 1: AFFIDAVIT CUM INDEMNITY LETTER

In respect of receipt of original immovable property documents (Mortgaged) of deceased person; I, We/Mr/Ms/Miss. _____ <name/names of the claimants> Son/Daughter/Spouse of _____ aged _____ years, Address _____ do hereby solemnly affirm and state as follows.

1. I/We am/are the legal heirs of Mr/Ms/Miss <name of deceased borrower> and the deceased is my/our (father/mother/wife/husband/son/daughter etc.)

2. I/We further state that I/We the following legal heirs are the only legal heirs entitled to claim/receive the original immovable property documents mortgaged to Hinduja Housing Finance Limited.

Name	Age	Relationship to the Deceased borrower

3. I/We further state that the deceased has mortgaged the original immovable property document at _____ branch of Hinduja Housing Finance Limited (herein after referred to as "HHFL").

S.No.	Description of the document	Document type (Original / Photocopy)

4. The loan accounts for which the above documents were mortgaged was fully closed on <DD/MM/YYYY>.

5. I/We affirm that I/We am/are the sole legal heir/s of the deceased who is/are entitled to receive original immovable property document. I/We also declare and affirm that there is no subsisting Will have been executed by the Deceased.

6. I/We have requested HHFL to hand over the original immovable property document to Shri / Smt. _____ being one of the legal heirs for and on behalf of all the legal heirs.

7. I/We for ourselves and my/our respective heirs, executors and administrators jointly and severally agree, affirm and undertake that HHFL, its successors and assigns and its managers, agents, officers and servants and their respective estates and effects are and shall from time to time and at all times hereafter be kept safe and saved harmless and indemnified for and in respect of such handing over the original immovable property document and against all actions, losses, cost, charges, expenses and demands whatsoever in respect of the said delivery of the original immovable property document. All the averments made herein before are true and correct and I/We put my/our signature/mark on this _____ Day of _____ 202__ at _____ in the presence of _____.

**Signatures(s) of deponents.
(claimants)**

(AFFIDAVIT TO BE NOTARIZED BY NOTARY PUBLIC)



HINDUJA HOUSING FINANCE

ANNEXURE 2:

LETTER OF AUTHORITY/ CONSENT LETTER

From

To

The Cluster Business Manager,
Hinduja Housing Finance Limited.

Dear Sir/Madam,

Sub: Claim in the matter of Assets of Late Sri/ Smt. _____

I am/ We are writing this letter to inform you that Sri/Smt. _____ passed away on _____ leaving behind him/ her as his/her heir/s the under mentioned person/s. I/We, the undersigned, who is /are legal heir/s of Late Sri/Smt. _____ do hereby authorise Sri/Smt. _____ Son/Daughter/Spouse of _____ residing at _____ who is also one of the legal heirs of the said deceased, to receive the documents mortgaged by _____ which is to be returned to me/us as legal heir/s of Late Sri/Smt. _____ as detailed below.

List of Legal Heir/s:

Name	Age	Relationship to the Deceased Borrower(s)

Particulars of loan accounts:

S.No.	Borrower Name	Loan Account No.	Mortgagor Name	Loan Closure Date	Details of mortgaged property

The original immovable property documents under the above account forms part of the assets of the deceased. I/We am/are entitled to a share in his/her assets. I/We hereby declare that I/We have no



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objection to hand over the original immovable property documents mortgaged with HHFL by the deceased to Sri/Smt. _____.

I/ We further state that the acknowledgment/receipt given by the said Sri/ Smt. _____ in respect of the said mortgaged documents shall be effective as if the same is given by me/us and binding on me/us. Handing over of the original immovable original documents by HHFL shall be fully and completely binding on me/us and shall discharge HHFL from any claim whatsoever from me/us and my/our legal heirs, successors in-title, assigns, administrators, executors or any other person claiming through me/us or in trust for me/us.

Yours faithfully,

Witnesses:

1. Signature

Name:

Occupation:

Address:

2. Signature

Name:

Occupation:

Address:

(TO BE NOTARIZED BY NOTARY PUBLIC)

Note: KYC of legal heir(s) to be notarized by Notary Public.



ANNEXURE 3:

ACKNOWLEDGMENT/RECEIPT

From

To

The Cluster Business Manager,
Hinduja Housing Finance Limited.

Dear Sir/Madam,

Sub: Receipt of Original immovable property documents.

I, We/Mr/Ms/Miss. _____ (*name/names of the claimants*) son/daughter/spouse of _____ aged _____ years, residing at _____ received the below list of property documents in good condition and I hereby given discharge to HHFL that I have received the below documents mortgaged with HHFL.

S.No.	Description of the document	Document type (Original/Photocopy)

Yours faithfully,