

UNSECURED PERSONAL LOANS

MOST IMPORTANT TERMS & CONDITIONS

1. PURPOSE:

Unsecured Personal Loan in the form of Xpress Credit group of products/ Xpress Power/ Pension Loans granted for any other general purpose including consumption, tourism, marriage, medical treatment, education, foreign travel, etc. except for any speculative activities.

2. ELIGIBILITY:

Salaried employees, pensioners of central/state government/armed forces, with a regular source of income are eligible to avail Personal Loan, subject to minimum score in the Risk Scoring Matrix (RSM). The loans are available through Branch Channel on submission of manual application form with required documents as prescribed by the Bank. Personal Loans on digital channels are also available on YONO and Internet Banking Platform to pre-approved customers. The digital Channel may be broad based with financial technology adoption by the Bank.

3. RATE OF INTEREST:

The interest rate is fixed over the tenor of the loan as per the agreement/ sanction terms. Kindly go to <https://bank.sbi/portal/web/interest-rates/other-schemes> for latest Rate of Interest offered.

Calculation of interest: -

Interest on the amount of the loan will be applied at the prevailing rate per annum on daily reducing balance with monthly rests.

4. INTIMATION OF CHANGE IN INTEREST RATE

The interest rate is fixed over the tenure of the loan and have no impact on changes in MCLR. So, no intimation/ notice required to be sent to the Borrower.

5. MODE OF REPAYMENT:

Check-off facility or SI from the borrower's salary/ pension a/c with our Bank, or Post Dated Cheques/ECS/ NACH/ACH for Repayment of EMI where Deposit Accounts maintained with other Banks. Additionally, repayments can be made through deposit of Cheque/cash across the Bank counters.

6. MARGIN: NIL

For Xpress Credit group of products, Xpress Power and Pension Loans.

7. PROCESSING FEES:

Product	Processing Fee
Xpress Credit Group Products & Xpress Power	1.% of the Loan Amount + applicable tax
SBI Pension Loan	0.50% of the Loan amount + applicable tax (Minimum Rs. 250)
Jai Jawan Pension Loan	Nil

There can be concessions for Specific employers based on the individual agreements.

(During promotional campaigns, Bank may extend concessions in Processing Fees).

EMI failure Charges: -

A penalty of Rs 500/-+Applicable tax will be charged for every EMI dishonors. The rate may vary from time to time. In the event of bouncing of S.I./cheque/ECS, legal action under section 138 of the Negotiable Instrument Act, 1881 will be initiated.

8. REPAYMENT:

The loan is to be repaid in Equated Monthly Installments (EMIs) over the tenure of the loan. The repayment of installment commences from a date specified in the sanction letter. The liability to the bank will be extinguished only when the outstanding of the loan becomes Nil, on payment of residual amount, if any.

9. **PRE-CLOSURE CHARGES:** 3% for Xpress Credit group of products, Xpress Power and Pension Loans. In case of repayment out of a fresh from SBI, it is Nil.

10. OTHER FEE/CHARGES:

Particulars	Amount (Rs)
Collected for payment to empaneled Advocate for Legal opinion/Search Report etc.	As per Actual
Any Other Fee, if any	As per Actual

11. DEFAULT:

In the event of default i.e. if the EMI amount due is not paid by due date, the customer will be sent reminders at his/her cost from time to time for payment of any outstanding on his loan account, by post, fax, telephone, email, SMS messaging and/or through third

parties appointed for collection purpose to remind, follow-up and collect dues. Any third party so appointed, shall adhere to the Indian Banks Association's (IBA) code of conduct on debt collection.

12. SECURITY: NIL

13. PENAL INTEREST:

if the irregularity exceeds EMI or Installment amount, for a period of one month, then penal interest would be charged @2% per month (over and above the applicable interest rate) on the overdue amount for the period of default. If part installment or part EMI remains overdue, then penal interest should not be levied.

14. TIMELINE FOR DISPOSAL OF LOAN APPLICATIONS

SCHEME	All Centers
Personal Loan*	2-7 days

The timeline starts from the date of submission of complete set of documents by the applicant and the time taken by the applicant for submitting documents and/or furnishing information sought by the Bank will not be taken into account for the purpose of timeline indicated above. We shall endeavor, at all times, to deliver within the indicated timelines, barring in situations and circumstances that are beyond the control of the Bank.

Customer Service:

For any service related issue, customer can get in touch with SBI:

- Calling Customer Help Line Numbers
- Contact Customer Grievance Cell at our Local Head Offices
- Write to Grievance Cell at our Local Head Offices (Details on Help line Numbers and Grievance Cell available on www.sbi.co.in)

In case a customer is not satisfied with the handling of grievance by the Local Head Office, a communication may be sent (enclosing the message sent earlier to Local Head Office) to the -

Customer Service Department,
State Bank of India, State Bank Bhavan, 16th Floor
Madam Cama Road, Mumbai 400 021
Tel: 022-22029456, Fax: 022 22742431
E-mail address - customercare@sbi.co.in

Toll free number: 1800-11-2211, 1800-425-3800, 080-26599990

Disclosure:

State Bank of India is authorized to disclose from time to time any information relating to the loan to any credit bureau (Existing or Future) approved by Government of India and Reserve Bank of India without any notice to the borrower. State Bank of India is also authorized to make inquiries with any Credit Bureau and get the applicants Credit Information Report. Terms & Conditions mentioned herein are subject to change without prior notice.