



**REQUEST-CUM-SANCTION LETTER FOR PERSONAL LOAN TO  
PENSIONERS**

The Manager,  
Punjab National Bank,  
\_\_\_\_\_

Dear Sir,

**Re: Advance under Personal Loan Scheme for Pensioners**

I request you to grant me an advance / loan of \_\_\_\_\_  
(\_\_\_\_\_ only) for meeting my personal needs / medical  
expenses. I am eligible for the loan applied for under the above Scheme for  
Pensioners. I am drawing a monthly pension of \_\_\_\_\_  
(\_\_\_\_\_) having retired from  
\_\_\_\_\_ in the year \_\_\_\_\_. The  
pension is being credited in my SF / CA / OD A/c no. \_\_\_\_\_ maintained with  
your branch.

I agree to repay the said advance/loan of \_\_\_\_\_  
(\_\_\_\_\_) in \_\_\_\_\_ monthly installments  
along with interest at the rate of \_\_\_\_\_. The interest  
chargeable shall be subject to changes as prescribed by Bank from time to time. In the  
event of my death or for any reason/s deemed necessary, the Bank shall have the right  
to recall the loan outstanding immediately irrespective of repayment period fixed. I also  
agree to execute all the documents prescribed and to abide by all terms and conditions  
of the Scheme from time to time.

I authorize the Bank, that in the event of sanction of loan, to debit the amount of  
monthly installment every month to my SF / CA / OD a/c no. \_\_\_\_\_ with the  
Bank in which my pension is credited and credit it to the aforesaid Loan a/c until the  
loan is fully adjusted. The authority given by me to the Bank is irrevocable unless and  
until the loan is repaid by me in full.

I undertake and agree that I will not raise any further loan/advance from any other  
branch of PNB or any other Bank / NBFC under the same or similar Scheme till full  
repayment of personal loan, without consent of the Bank.

I hereby agree as a pre condition of the loan/advance given to me by the Bank that in  
case I commit default in the repayment of loan/advance or in the repayment of interest  
thereon or any of the agreed installments of the loan on due date(s), the Bank and/or

the Reserve Bank of India will have an unqualified right to disclose my name as defaulter in such manner and through such medium as the Bank or Reserve Bank of India in their absolute discretion may think fit.

I understand that as a pre-condition, relating to grant of the loan/advance to me, the Bank, requires my consent for the disclosure by the Bank of information and data relating to me, the credit facilities availed of/to be availed, by me, obligations assumed/to be assumed, by me, in relation thereto and default, if any, committed by me in discharge thereof.

Accordingly, I hereby agree and give consent for the disclosure by the Bank of all or any such:

- Information and data relating to me.
- The information and data relating to any credit facility availed of/to be availed, by the borrower/s and
- Default, if any, committed by me in discharge of my obligation, as the Bank may deem appropriate and necessary, to disclose and furnish to Credit Information Bureau (India) Ltd. And any other agency authorized in this behalf by RBI.
- I have read the attached Most Important Terms and Conditions (MITC) annexed to the application form carefully and agree to the same.

I declare that the information and data furnished by me to the Bank are true and correct. I undertake that:

The Credit Information Bureau (India) Ltd. and any other agency so authorized may use/process the said information and data disclosed by the Bank in the manner as deemed fit by them; and

The Credit Information (India) Ltd. and any other agency so authorized may furnish for consideration, the processed information and data or products thereof prepared by them, to Banks/Financial Institutions and other Credit grantors or registered users, as may be specified by the Reserve Bank in this behalf.

Yours faithfully,

Place \_\_\_\_\_

Date \_\_\_\_\_

SIGNATURE OF THE APPLICANT

Name: \_\_\_\_\_

PPO No. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
City \_\_\_\_\_ District \_\_\_\_\_

Pin Code \_\_\_\_\_

Permanent Address \_\_\_\_\_

\_\_\_\_\_  
City \_\_\_\_\_ District \_\_\_\_\_

Pin Code \_\_\_\_\_

Telephone (with STD Code) \_\_\_\_\_

Mobile No. \_\_\_\_\_

COMMENTS / RECOMMENATIONS OF APPRAISING OFFICER

(Signature & Name of Appraising Officer)

ORDERS OF THE SANCTIONING AUTHORITY

(Signature & Name of Sanctioning Authority)

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**ACKNOWLEDGEMENT**

\*Sl. No. \_\_\_\_\_

Date: \_\_\_\_\_

Received application from Mr/Ms/M/S \_\_\_\_\_ at  
R/O/Office \_\_\_\_\_ for a  
\_\_\_\_\_ (Type of Loan) loan/limit of Rs. \_\_\_\_\_ for  
\_\_\_\_\_ (State the purpose). The loan application will be  
disposed-off and acceptance/ rejection would be intimated within \_\_\_\_ days from date  
of receipt of completed application form with supporting documents.

Serial number and date of the acknowledgement should be quoted in all future  
correspondence.

**Officer/Manager (Loans)/Incumbent**

**(Seal of the Receiving Branch)**

\*Sl. No. of the acknowledgement format should be the same as indicated in the register  
for receipt of credit proposals.

(PNB 1112A)

## **MOST IMPORTANT TERMS & CONDITIONS**

### **Retail Banking Division (Advances)**

#### **1. Interest:**

- i. Interest whether floating type or fixed type will be charged in the account as per sanction. Reset of interest will be as per stipulated in the sanction. Interest is to be calculated on daily balance due to the Bank so long as the amount due from the borrower is not paid in its entirety and the same will form part of the principal and carry interest at the applicable rate at monthly rests.
- ii. All floating loans/credit facilities linked with MCLR are subject to Reset clause. On Reset date, the interest rate may change and if the same is not acceptable to the borrower, the outstanding credit facility shall have to be adjusted in full, failing which the bank would charge the revised interest rate from the date of reset.
- iii. If the bank chooses to revise the interest rate due to the reset clause, and in case, the borrower is not agreeable with the proposed rate fixed at the time of reset or no consensus is arrived at mutually on rate of interest to be charged from the reset date, pre-payment option may be exercised by the borrower for discontinuation of the loan. In such an eventuality, no pre-payment penalty will be levied which will provide a comfort to the good corporate borrowers. However, a reasonable time of not more than one month shall be given to the borrower to make arrangement for repaying the bank's loan. After expiry of the stipulated period, the interest rate as fixed by the bank shall be charged.
- iv. The bank will make efforts to keep its borrowers' informed of any change in interest rates through the official website ([www.pnbindia.in](http://www.pnbindia.in)) , annual statement of accounts, display in its offices and general announcements from time to time.

#### **2. Penal Interest:**

Penal Interest @2% will be levied in the account in case of:

- i. Non-payment of any installment of principal and/or interest, costs and other charges due, on the amount in default from the date of default; or
- ii. Any irregularity in the Loan account; or
- iii. Default in Furnishing information as prescribed/called for by the Bank; or
- iv. Diversion or siphoning of the Loan amount; or
- v. Default in creation of security within the stipulated time; or
- vi. Non-compliance of any of the terms & conditions of this Agreement; or
- vii. Any other case as the Bank may deem fit.

#### **3. Margin/ Promoter's contribution:**

The applicant should bring in their entire contribution before release of the Loan or in the manner otherwise provided in the sanction. Further, it should also be ensured that margin stipulated is maintained / provided at each stage of disbursement.

**4. Fee & other Charges: Fees and other charges as applicable on application/during the currency of the loan/ conversion charges for switching**

- i. All service charges viz. Upfront Fees/ processing Fees, Documentation Charges, Inspection charges etc. will be charged from the applicant as per sanction before release of credit facilities.
- ii. All other event based charges like legal fees, charges for dishonour of cheques/ NACH mandate/ standing instructions, charges for drawing of Credit Information Report from Credit Information Companies like CIBIL etc., registration of charge with CERSAI in case of mortgage of property etc. will be recovered from the applicant immediately on occurring of the event.
- iii. Processing Fee paid by the Customer for availing the loan is non-refundable.

**5. Repayment of loan:**

Loan to be repaid in Equated Monthly Instalments (EMI) or as stipulated in the sanction if otherwise.

**6. Security:**

The loan will be secured by mortgage of/ hypothecation of/ charge on assets purchased through bank funds in case of primary security and/or assets in case of collateral security, within the stipulated time period as specified in the sanction. Personal guarantee if any, will be obtained as per sanction.

**7. Insurance:**

- i. The borrower shall get the assets, mortgaged/ hypothecated/ charged to the bank, insured against all risks at their own cost with usual bank clause. A copy of the insurance policy will be kept on bank's records also.
- ii. In case the same is not complied with, the bank will get the same insured and cost recovered from the borrower.
- iii. The Borrower may avail health and/or life insurance cover for himself with the Bank as the sole beneficiary under the policy / policies.

**8. Disbursement:**

- i. The borrower shall submit all relevant documents as mentioned in the Sanction Letter/Loan Agreement before disbursement.
- ii. The borrower will intimate the Bank of any change in his employment/contact details.
- iii. The borrower will request for disbursement of the loan in writing (as per the manner prescribed by Bank).
- iv. The payments will preferably be made directly to vendor/ seller from whom the applicant proposes to purchase the asset. Original bills/cash memos for all the assets financed by bank/ payments made by the bank, shall be submitted by the borrower to be placed on bank's record.

- v. In case of housing loan, the Loan will be released in stages as per physical progress of the project. Before actually disbursing the loan, the Branch Head must satisfy that the borrower has contributed the required margin for the loan. In case of housing loan for construction of house, payment will preferably be made directly to the suppliers.
- vi. Before disbursement of Loan, applicant to ensure that all necessary statutory and other approvals/permissions have been obtained.
- vii. Loan will be utilised strictly for the purpose as per sanction. Deviation if any, will be treated as non-compliance.
- viii. Borrower to comply with all preconditions for disbursement of the loan as mentioned in the Sanctioned Letter.

#### **9. Recovery of dues:**

- i. Customers have been explained the repayment process of the loan in respect of, tenure, periodicity, amount and mode of repayment of the loan. No notice, reminder or intimation is given to the customer regarding his/her obligation to pay the EMI/ Instalment regularly on due date.
- ii. On non-payment of EMI/ Instalment by the due dates, Bank shall remind the customers by making telephone calls, sending written intimations by post and electronic medium or by making personal visits by Bank's authorized personnel at the addresses provided by the customer. Costs of such calls/communication /visits shall be recovered from the customer.
- iii. Notwithstanding what is stated herein, it shall be the liability of the customer to ensure that the EMIs/ Instalments are regularly paid on the due dates.
- iv. Credit information relating to any customer's account is provided to the Credit Information Bureau (India) Limited (CIBIL) or any other licensed bureau on a monthly basis. To avoid any adverse impact on the credit history with CIBIL, it is advised that the customer should ensure timely payment of the amount due on the loan amount.
- v. The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely as per the directions laid down under the respective law.
- vi. Intimation/Reminders/Notice(s) are given to customer prior to initiating steps for recovery of overdues, under the Negotiable Instruments Act, Civil Suit as well as under the SARFAESI Act.

#### **10. Customer Service:**

Customer Service Queries including requirement of documents can be addressed to the Bank through the following channels:

- i. Write to the branch or contact us through toll free number 1800-180-2222 / 1800-103-2222 / 0120-2490000 (tolled).
- ii. Contact the branch within the working hours for:
  - a. Photo Copies of loan documents, which can be provided in 7 working days from date of placing request. Necessary administrative fee shall be applicable.
  - b. Original documents namely Title Deed of Property, Registration Certificate etc. will be returned within 10 working days from the date of closure of loan.
  - c. Loan Account statement (time line): Within 3 working days of the receipt of request.

## **11. Grievance Redressal:**

There can be instances where the Borrower is not satisfied with the services provided. To highlight such instances & register a complaint the Borrower may follow the following process:

- i. Borrower can meet or write to the Branch Head of the concerned branch or
- ii. The Borrower can complain to customer care through our website: [www.pnbindia.in](http://www.pnbindia.in) or email at [care@pnb.co.in](mailto:care@pnb.co.in) or Mobile Application “wecare” (can be downloaded through Google Playstore) or through Internet Banking/ Mobile Banking or
- iii. In case the grievance remains unresolved beyond a period of 15 days, the borrower may escalate the matter to Principal Nodal Officer, Punjab National Bank, Customer Care Division, Head Office, Sector 10 Dwarka, New Delhi 110075.

\*\*The above list is illustrative and may vary on case to case basis.