

	<b>Handover of Collateral / Security Documents Post Closure of Our Loan in Deceased Case</b>	Version: 1.00 Date: 01-Dec-2023
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**Hero FinCorp Limited ("HFCL")**

**Handover of Collateral/ Security Documents Post Closure of Our Loan in Deceased Case**

***Version History***

Version	Date	Comments
V1.00	01.12.2023	Approval of Policy as per RBI's Master Direction

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This procedure is applicable to the loans sanctioned & disbursed to Customers and Claimant can approach Hero FinCorp Ltd. (HFCL) through any of the channels mentioned herein below:

- Email at Corporate.Care@herofincorp.com
- Toll-free contact number 1800-103-5271 from Monday to Friday - 10:00 A.M. to 6 P.M.
- Walk-In at any of nearest HFCL offices / branches from Monday to Friday - 10:00 A.M. to 6 P.M.
- Letter to our office at A-44, Mohan Co-Operative Industrial Estate, Near Mohan Estate Metro Station, Mathura Road, New-Delhi – 110044.


This document defines the streamlined process to handover the collateral/security documents mortgaged / hypothecated to Hero FinCorp Ltd. (HFCL) post loan closure in the event of Demise of individual property owner/ Security Owner.

In case of death of Property/ Security owner, Customer/ Claimant has to deposit the mandatory documents mentioned in the below table to HFCL:

SI No.	Mandatory documents
1	Death Certificate
2	Copy of Ration Card
3	Letter of Succession or Survivor Membership Certificate (SMC) / Legal heirship certificate issued by relevant authority along with KYC of all the legal heirs
4	Suitable Notarized Indemnity from Legal Heirs in favour of HFCL in the format provided in the <b>Annexure 1</b> to be obtained

**Note:**

1. Post verification of documents furnished by the Legal Heirs, HFCL will notify the schedule wherein all Legal Heir(s) can visit the nearest HFCL branch with their KYC documents (ID & Address proof) in original for collection of documents. In the event the Legal heir is a minor, the natural guardian of such minor can collect the documents
2. If there is a minor in the legal heirs, their natural guardian can come and collect the documents on their behalf
3. If all legal heir(s) cannot visit the branch, a General Power of Attorney (GPA) (**Annexure 2**) can be issued on stamp paper as per State stamp duty act in favor of other Legal Heir/ Authorized person to collect the documents on their behalf. GPA should be notarized & duly filled by the Claimant / Legal Heir(s)
4. KYC documents (ID & Address proof) of Authorized person should be available in original at the time of documents handover

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**ANNEXURES**

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Annexure 1 Legal  
Heir Indemnity.docx
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Annexure 2  
GPA.docx