

## PROCEDURE FOR RELEASE OF MOVABLE / IMMOVABLE PROPERTY DOCUMENTS TO LEGAL HEIRS IN CASE OF CONTINGENT EVENTS

In the contingent event of demise of the sole or joint borrower / promoter / guarantor, the legal heirs of such borrower / promoter / guarantor shall approach the ARC as per given procedure:

- i. The legal heir shall send an email to [info@cfmarc.in](mailto:info@cfmarc.in) or a letter to the ARC Block A/1003, West Gate, Near YMCA Club, Sur No. 835/1+3, S G Highway, Markaraba, Ahmedabad – 380051, Gujarat stating the details of the case.
- ii. The legal heir shall also attach a copy of No Dues Certificate or release letter issued by the ARC or its constituted power of attorney.
- iii. The legal heir shall also provide proof / supporting document that he / she is the legal heir of such borrower / promoter / guarantor.
- iv. The legal heir shall also provide his / her KYC documents.
- v. Post-receipt of all the above documents, CFMARC shall examine the matter and shall reply to the legal heir within 20 working days of receipt of email / letter.
- vi. The ARC may, request additional details / documents from the legal heir and post-detailed examination, shall handover the title documents.
- vii. If the legal heir is not satisfied with the resolution by the ARC, he / she may raise a grievance in accordance with grievance procedure of the ARC