

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

The Reserve Bank of India (RBI) released a circular dated September 13, 2023 on “Responsible Lending Conduct – Release of Movable / Immovable Property Documents on Repayment/Settlement of Personal Loans”.

As per the above circular, the Regulated Entities shall have a well laid out procedure for return of original movable / immovable property documents to the legal heirs. Such procedure shall be displayed on the website of the Regulated Entities along with other similar policies and procedures for customer information.

PROCEDURE FOR RETURN OF ORIGINAL PROPERTY DOCUMENTS TO LEGAL HEIRS

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

- i. The Legal heir should send an email to process.group@arcil.co.in or a letter to “Asset Reconstruction Company (India) Limited, The Ruby, 10th Floor, 29 Senapati Bapat Marg, Dadar West, Mumbai – 400028”, stating the details of the case.
- ii. The Legal heir should also attach a copy of No Dues Certificate or Release letter issued by Arcil or its constituted power of attorney.
- iii. The Legal heir should also provide proof / supporting document that he / she is the legal heir of such borrower / promoter / guarantor.
- iv. The Legal heir should also provide his / her KYC documents.
- v. Post-receipt of all the above documents, Arcil shall examine the matter and shall reply to the legal heir within 20 working days of receipt of email / letter.
- vi. Arcil 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 Arcil, he/ she may raise a grievance in accordance with grievance redressal procedure of Arcil.