Procedure for return of Property Documents to the legal heirs in case of demise of the borrower:

In the event of the unfortunate demise of the borrower/mortgagor, the following procedure shall be followed by the legal heirs to claim the Title Deeds upon full and final repayment of the loan account.

a. The persons who are entitled to claim the Title Deeds of a deceased borrower are his/her legal heirs.

b. VFHFL will not insist on legal representation from the legal heirs for delivery of Title Documents, except when there are disputes amongst the legal heirs or/and all of them do not join in indemnifying the VFHFL and where VFHFL has reasonable doubt about the genuineness of the claimant(s) being the only legal heir(s) of the deceased borrower.

c. All legal heirs shall submit a request letter, self-attested valid KYC documents, and a certified true copy of the Death Certificate issued by the competent authority (original to be produced for verification).

d. Where multiple heirs exist but the Title Deeds are to be delivered to fewer heirs, a duly executed Power of Attorney (POA) from the other legal heirs shall be submitted.

e. A receipt executed by all the legal heirs and live borrower/s (if any) is to be submitted in respect of delivery of Title Deeds.

Property owner	Death	Handover of Property Documents
Sole Owner	Death of sole owner	Documents will be released to the co-applicant(s) only if they are legal heirs of the deceased; otherwise, the documents shall be handed over to the deceased owner's legal heir(s).
Joint owner	Death of single owner	Documents will be handed over to the surviving co-owner, legal heir(s), or an authorised person with the consent/indemnity of all concerned.
Joint owner	Death of both owners	Documents shall be released to co-applicants only if they are legal heirs of the deceased owner(s); otherwise, to the legal heir(s).
Joint owner	Death of both owners and no Co-applicant in Loan	**Children aged 18 or above:** Documents shall be released upon submission of KYC documents, death certificate and indemnity bond/affidavit. **Minor children or no children:** Documents shall be released to the legal heir(s) upon submission of KYC documents and a legal heir certificate, succession certificate or court-appointed guardian order, as applicable.

Note: *The Company reserves the right to request additional documents as required to verify the identity and entitlement of the claimant(s). Documents will be released only after all outstanding dues under the loan have been settled.*