The Branch Manager,

ICICI Bank,

Sector 16,

Faridabad-121002.

Dear sir,

**Reg: housing loan in the name of Usha Goel & Atul Kumar Goel. Account Number LBFDB00002409994**

We refer to the above and write to inform you as under:

1. With great sorrow, and painfull heart I am informing you that my Husband Sh. Atul Kumar Goel has expired on 03.10.2022 due to heart failure & Cancer. Copy of the death certificate is attached for your perusal.
2. My husband Mr.Atul Kumar Goel was the only earning hand in the family. He was doing trading business of chemicals from Roorkee (U.P.) After his death , business has been ruined and no male member is there in the family to look after it. Presently our income has reached to Zero. Debtors are not paying any amount and we are under severe pressure of payment to the creditors of the business.
3. Our outstanding loan balance is around Rs. 72 lacs. All the installments are paid regularly without fail till Mr. Goel was alive.
4. Installments of October could not be deposited due to paucity of funds.
5. Now in the family , myself Usha Goel and my two daughters are there. One daughter is Widow and having one kid of age around 5 years. Another daughter is not doing any job or business. Unemployed yet.
6. In the present circumstances, I am unable to pay the installments of Rs. 129288+11968/- per month in the absence of any source of income, in the present circumstances.

**Therefore, in the light of above I request humbly with Folded hands to consider the followings:**

* To waive off the interest charged in the account from 1.10.2019 to till date.
* To restructure the Remaining loan amount -payable in 300 monthly equated installments.
* To consider the concession of 2% in the ROI , from the applicable ROI , as a special case on humanitarian ground.

**Source of repayment:** My widow daughter is trying for teaching job in a school at Faridabad and hopeful , she will get the job at a monthly salary of Rs. 40,000/=.

Beside this I shall try to restart the business of my husband , so that some outstanding dues towards debtors can be realized and some small earning can start, to meet our household and day to day necessary expenses to survive.

I am not having any other property or assets which can be disposed off to clear the loan account.

**It is also pertinent to mention the followings:**

1. At the time of sanction of Housing loan , there was a scheme prevalent in the banking segments and in your bank also, to get the borrower insured, particularly in the housing loan segment, But now on enquiring from your staff, it has come to our notice that you have not insured the lives of we both , which is a very serious issue. If you would have taken the insurance cover at that time , now the full amount will be paid by the insurance company.

Who will be responsible for this gross negligence on the part of the staff of ICICI bank ?

1. Your one staff member Mr. Dilip Mishra is misbehaving with us and threatening us since last 15 days , that he will get our house auctioned, he will charge penal interest of Rs. 2.65 lacs , etc. etc. which is quite unfair and can’t be accepted .

Whole family is mentally disturbed like anything, in such a situation the humanity has gone to hell of ICICI staff. Is it a culture of the ICICI Bank ?

1. Most Important , he has threatened to my widow daughter Ms. Anchal Goel , that in case of nonpayment of EMI , he will send the recovery agents and they will speak in the abusing and harsh tone, to get the amount of EMI. They will sit in my house for a long time on daily basis till they get the overdue amount.
2. Action is required to be taken against this staff Mr. Dilip Mishra, who is acting as an underworld done with my daughter.

Such type of things can’t be accepted at all .

**You must be aware that as per the RBI guidelines and directives issued from time to time in the last 5 years , and lastly issued in the month of June ,2022, that “ No unethical tactics can be adopted by any lending institutions to recover the loan amount from the borrower”**

I am quoting the RBI guidelines for your knowledge and to keep yourself harmless from any action against your staff and others:

**“Recovery agents are barred from acts intended to humiliate publicly or intrude upon the privacy of the debtors' family members, referees and friends**.

In a speech in June, RBI governor Shaktikanta Das had said, “We have received complaints of customers being contacted by recovery agents at odd hours, even past midnight. There are also complaints of recovery agents using foul [language](https://www.speakingtree.in/topics/thoughts/language). ”

The RBI has taken serious note of this and would not hesitate to take action against errant regulated entities (REs), he added.

“The RBI, as part of guidelines on Fair Practices Code, has already advised REs that they should not resort to intimidation or harassment of their borrowers or calling them on phone at odd hours in their debt collection efforts,” the RBI said. Currently, there are guidelines on permissible hours for calling borrowers on the phone for recovery purposes regarding housing finance companies and microfinance loans. “In view of concerns arising from the activities of these agents, it is advised that the REs shall strictly ensure that they or their agents do not resort to intimidation or harassment of any kind, either verbal or physical, against any person in their debt collection efforts,” the central bank said.  
Recovery agents are barred from acts intended to humiliate publicly or intrude upon the privacy of the debtors’ family members, referees and friends. The RBI has also warned banks against recovery agents making misleading representations.

FOLLOW US ON SOCIAL MEDIA”

Hoping it will help your staff and officials to have a proper and fair guidelines and norms or recovery of loan amount.

At last , we again request to consider our request of restructuring of loan amount with a small amount of waiver and reduction of ROI by 2% p.a

Please send us a account statement of our both housing loan accounts from the date of disbursemtn to till date.

Also advise us what ROI you have charged from time to time , for our checking the calculations. Advise the Base rate from 2015 to march 2016. From 1.4.2016 MCLR rate came into existance ,our account must have been linked with MCLR. MCLR rates from 1.4.2016 to till date and the Repo linked rate of interest from the date of its applicable in your bank.

Kind regards,

Yours faithfully

(Usha Goel) 01.11.2022

The Branch Manager,

ICICI Bank,

Sector 16,

Faridabad-121002.

Dear sir,

**Reg: housing loan in the name of Usha Goel & Atul Kumar Goel. Account Number LBFDB00002409994**

**Issue for consideration: To accept OTS proposal at Rs.40 lacs to settle the account full and final.**

We refer to our letter No.nil dated 1/11/2022 requested therein to restructure the account with some concessions , due to the sudden demise of my husband Mr. Atul Kumar Goyal. He expired on 3.10.2022 .Copy of this letter is attached for your perusal please.

Now , Your some repetitive three persons (officials of your bank), Headed by Mr. Mohit Sawhney & Vikas Sharma, met us and discussed the issue in length and we have told our miserable financial condition.

We requested them to consider our restructuring proposal as mentione in our letter dated 1.11.2022.

We have also given them one proposal of OTS to clear the account fully at Rs. 40 lacs. WE shall be depositing this amount up to march 2023 in three installments .

The source of this funds shall be disposing off our Jwellery -my jwellery and my husband ‘ s jwellery which will fetch around Rs. 15-20 lacs . Rest amount I am requesting my brothers and brothers-in-law to support me and clear this liability so that I can pass my remaining life with my two daughters peacefully.

Again, at the cost of repetition I am informing you that my Husband late Sh. Atul Kumar Goel has expired on 03.10.2022 due to heart failure & Cancer. Copy of the death certificate is attached for your perusal.

He was the only earning hand in the family. He was doing trading business of chemicals from Roorkee (U.P.) After his death , business has been ruined and no male member is there in the family to look after it. Presently our income has reached to Zero. Debtors are not paying any amount and we are under severe pressure of payment to the creditors of the business.

Now in the family , myself Usha Goel and my two daughters are there. One daughter is Widow and having one kid of age around 5 years. Another daughter is not doing any job or business. Unemployed yet.

1. In the present circumstances, I am unable to pay the installments of Rs. 129288+11968/- per month in the absence of any source of income.

**Therefore, in the light of above I request humbly with Folded hands to consider the followings:**

To accept my OTS proposal at Rs. 40 lacs and allow me time of three months to deposit this amount i.e. till 31.3.2023.

**It is also pertinent to mention the followings:**

At the time of sanction of Housing loan , there was a scheme prevalent in the banking segments and in your bank also, to get the borrower insured, particularly in the housing loan segment, But now on enquiring from your staff, it has come to our notice that you have not insured the lives of we both , which is a very serious issue. If you would have taken the insurance cover at that time , now the full amount will be paid by the insurance company.

Who will be responsible for this gross negligence on the part of the staff of ICICI bank ?

Hoping it will be considered favorably .

Yours faithfully,

Usha Goel

W/O/ late Atul Goyal 23.12.2022

The Branch Manager,

ICICI Bank,

Sector 16,

Faridabad-121002.

Dear sir,

**Reg: housing loan in the name of Usha Goel & Atul Kumar Goel. Account Number LBFDB00002409994**

**Issue for consideration: To accept OTS proposal at Rs.40 lacs to settle the account full and final.**

We refer to our letter No.nil dated 1/11/2022 and subsequent lot many reminders in connection of above.

In this regard we have approached your Head office also, requested therein to restructure the account with some concessions , due to the sudden demise of my husband Mr. Atul Kumar Goyal. He expired on 3.10.2022 .

We have given them one proposal of OTS to clear the account fully at Rs. 40 lacs. WE shall be depositing this amount up to June, 2023 in three installments .

The source of this funds shall be disposing off our Jwellery -my jwellery and my husband ‘ s jwellery which will fetch around Rs. 15-20 lacs . Rest amount I am requesting my brothers and brothers-in-law to support me and clear this liability so that I can pass my remaining life with my two daughters peacefully.

Again, at the cost of repetition I am informing you that my Husband late Sh. Atul Kumar Goel has expired on 03.10.2022 due to heart failure & Cancer. Copy of the death certificate is attached for your perusal.

He was the only earning hand in the family. He was doing trading business of chemicals from Roorkee (U.P.) After his death , business has been ruined and no male member is there in the family to look after it. Presently our income has reached to Zero. Debtors are not paying any amount and we are under severe pressure of payment to the creditors of the business.

Now in the family , myself Usha Goel and my two daughters are there. One daughter is Widow and having one kid of age around 5 years. Another daughter is not doing any job or business. Unemployed yet.

**Therefore, in the light of above I request humbly with Folded hands to consider the followings:**

To accept my OTS proposal at Rs. 40 lacs and allow me time of three months to deposit this amount i.e. till 31.06.2023.

**It is also pertinent to mention the followings:**

At the time of sanction of Housing loan , there was a scheme prevalent in the banking segments and in your bank also, to get the borrower insured, particularly in the housing loan segment, But now on enquiring from your staff, it has come to our notice that you have not insured the lives of we both , which is a very serious issue. If you would have taken the insurance cover at that time , now the full amount will be paid by the insurance company.

Who will be responsible for this gross negligence on the part of the staff of ICICI bank ?

Hoping it will be considered favorably .

Yours faithfully,

Usha Goel

W/O/ late Atul Goyal 31.03.2023