APPENDIX
## Interview Schedule for the Home Loan Beneficiaries of HDFC and LIC HFL

Region: South ☐  Centre ☐  North ☐  Sample No.…..

A) Socio-economic Profile

1. Age (years)  
   - Up to 30 ☐  31–40 ☐
   - 41–50 ☐  Above 50 ☐

2. Sex  
   - Male ☐  Female ☐

3. Marital Status  
   - Married ☐  Unmarried ☐
   - Widowed ☐

4. Educational Qualification  
   - Below Graduation ☐  Graduate ☐
   - Post Graduate ☐  Professional ☐

5. Occupation  
   - Employment ☐  Business ☐
   - Profession ☐  Agriculture ☐

6. Monthly Income (Rs.)  
   - Up to 5000 ☐  5001–10000 ☐
   - 10001–15000 ☐  15001–20000 ☐
   - Above 20000 ☐

7. Length of Occupation (in years)  
   - Upto 10 ☐  11–20 ☐
   - 21–30 ☐  Above 30 ☐

8. Is your spouse employed?  
   - Yes ☐  No ☐

9. If Yes, specify the nature of Occupation of your spouse  
   - Employment ☐  Business ☐
   - Profession ☐  Agriculture & Others ☐
   - Housewives ☐
10. Monthly income of your spouse

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Checkbox</th>
<th>Checkbox</th>
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</thead>
<tbody>
<tr>
<td>Upto 5000</td>
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<tr>
<td>5001–10000</td>
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<td>15001–20000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Above 20000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**B) Construction details of your house**

11. Cost of Construction

i) Estimated Cost

<table>
<thead>
<tr>
<th>Cost Range</th>
<th>Checkbox</th>
<th>Checkbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below Rs. 5 lakh</td>
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<tr>
<td>Rs.5–10 lakh</td>
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<td></td>
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<tr>
<td>Above Rs. 10 lakh</td>
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</table>

i) Actual Cost

<table>
<thead>
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<tr>
<td>Above Rs. 10 lakh</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. The variation in cost, if any, is due to:

- Alteration of Plan
- Cost Escalation
- Construction delay
- Others

13. Time taken for completion of your house

<table>
<thead>
<tr>
<th>Estimated Time</th>
<th>Actual Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Months</td>
<td>Months</td>
</tr>
</tbody>
</table>

14. The delay in construction, if any, is due to:

- Delay in getting loan
- Shortage of funds
- Personal reasons
- Scarcity of materials
- Scarcity of labour
- Others

**C) Loan and finance particulars**

15. Mention the amount of loan availed by you

<table>
<thead>
<tr>
<th>Loan Amount</th>
<th>Checkbox</th>
<th>Checkbox</th>
<th>Checkbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below Rs. 5 lakh</td>
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<td>Rs.5–10 lakh</td>
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<td></td>
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<tr>
<td>Above Rs. 10 lakh</td>
<td></td>
<td></td>
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</tbody>
</table>
16. From what other sources have you raised funds to meet the difference between construction cost and loan availed?

- Loan from other financial institutions
- Money lender
- Friends and relatives
- Employers loan
- Sale of property
- Own savings

17. State the tenure of loan opted by you (in years)

- Up to 5
- 6-10
- 11-15
- 16-20

18. Reason for opting the tenure of loan

- Early discharge of liability
- Period of remaining service
- Low EMI
- Others

19. The method of charging interest you opted

- Fixed rate mortgage
- Floating rate mortgage

20. How did you come to know about the financial institution?

- Advertisement
- Institution staff
- Agents
- Directly
- Loan Mela
- Friends and Relatives

21. Have you compared the loan schemes of other lending agencies before applying for the housing loan

- Yes
- No

a) If yes, how many institutions did you compare?

- One
- Two
- Three or more

b) The factors compared are:

- Rate of interest
- Processing fee
- Interest calculation methods
- Total repayment
- Documents required
- Freebies offered
- Repayment holiday on EMI
- Others
22. Rank any four reasons for selecting the institution in the order of their priority ('1' for the most important reason '2' for the second and so on)

Reasonable rate of interest  ☐  Speedy sanctioning of loan  ☐
Easy accessibility  ☐  Attractive repayment scheme  ☐
Reliability  ☐  Influence of friends  ☐
Influence of agents/Staff  ☐  Quality of service  ☐
Free insurance cover  ☐  Simplicity of formalities & procedures  ☐
Rejection by other agencies  ☐

23. Purpose for which loan is taken

Construction of new house  ☐  Extension & Repairs  ☐
Outright purchase  ☐  Refinancing  ☐

24. How many times have you visited the financing institution after submission of documents but before sanctioning the loan?

Once  ☐  Twice  ☐
Thrice  ☐  Four times or more  ☐

25. How much time did the lending agency take to sanction the loan? (in Days)

Up to 7 days  ☐  8-15 Days  ☐
16-30 Days  ☐  More than 30 days  ☐

26. Did you face any difficulty in obtaining the required documents?

Yes  ☐  No  ☐

27. Any of the following additional benefit attracted you for availing the loan?

Free insurance  ☐  Interest rate concession  ☐
Group insurance  ☐  Waving of processing fee  ☐
Others  ☐
28. Have you insured your home loan?
   Yes □ No □

29. Whether the income tax benefits influenced you to avail the loan
   Yes □ No □

30. Does the lending agency offer any incentive for prompt repayment of loan?
   Yes □ No □

31. Mode of repayment of installments
   Salary deduction □ Direct remittance □
   Demand draft □ Post dated cheque □

32. Do you intent to repay the loan before maturity
   Yes □ No □
   a) If yes, specify the reasons
      Reduction in interest burden □ Early discharge of liability □
      To change the institution □ Sale of property □

33. Is there any default / delay in paying the installments?
   Yes □ No □

34. Would you like to avail refinancing/takeover facility of the existing loan?
   Yes □ No □
   If yes, state reasons
      Benefits in interest rates □ Huge penalty □
      Practical convenience □

35. Would you like to approach the same lending agency for a fresh loan and/or would you recommend the same agency to others.
   Yes □ No □
36) **Awareness on Home loan products** (put tick marks)

<table>
<thead>
<tr>
<th>Awareness Factors</th>
<th>Aware</th>
<th>Partially aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you know that the interest on housing loan is fixed or floating?</td>
<td></td>
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<tr>
<td>2. Do you know the method of calculation of interest on your housing loan?</td>
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<tr>
<td>3. Are you aware about the innovative home loan products offered by various lending agencies?</td>
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<tr>
<td>4. Are you aware that you are liable to pay pre closure charges and penalty for default/delay in repayment?</td>
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<tr>
<td>5. Are you aware that your housing loan can be closed and transferred to another agency?</td>
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<tr>
<td>6. Do you know the interest rates of other lending agencies?</td>
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<tr>
<td>7. Are you aware of the IT enabled services offered by the lending agencies?</td>
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</tbody>
</table>

37. **Borrowers’ perception about Home loan products** (put tick marks)

<table>
<thead>
<tr>
<th>Perception factors</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Your perception about the rate of interest you pay</td>
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<tr>
<td>2. In your opinion ‘processing fees’ charged by the lending agency is</td>
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<tr>
<td>3. In your opinion the number of documents required by the lender is</td>
<td>Minimum</td>
<td>Moderate</td>
<td>Too many</td>
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<td>4. State your opinion about the loan margin fixed by the lending agency.</td>
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<td>5. How do you feel about the method of repayment?</td>
<td>Easy</td>
<td>flexible</td>
<td>Difficult</td>
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<td>6. State your opinion about penalty for default/delay in repayment of installment.</td>
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<td>7. Your perception about delay in loan sanction</td>
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<td>8. State your opinion on the procedural formalities followed in sanctioning the loan</td>
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<tr>
<td>9. What is your view regarding the overall working of your lending agency.</td>
<td>Excellent</td>
<td>good</td>
<td>fair</td>
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</tbody>
</table>
38. Please rate your satisfaction in respect of the following features of home loan products (put tick marks)

<table>
<thead>
<tr>
<th>Satisfaction variables</th>
<th>Highly satisfied</th>
<th>Satisfied</th>
<th>No opinion</th>
<th>Not satisfied</th>
<th>Highly Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Rate of interest charged</td>
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<td>2. Security requirements</td>
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<td>3. Other fees charged</td>
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<td>4. Loan sanctioning time</td>
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<td>5. Flexibility of products</td>
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<td>6. Repayment schedule</td>
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<td>7. Dealings of staff</td>
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<td>8. Accessibility to HFI</td>
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<td>9. Customer service</td>
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<td>10. Grievances redress mechanism</td>
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<td>11. Documents required</td>
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<td>12. Eligibility norms</td>
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**General**

39. Briefly mention the important problems faced by you in connection with availing of housing loan.

40. Have you any suggestion for improving the service quality of your financing institution?

41. Do you have any advice to be given to the home loan borrowers present or future?

42. Have you any suggestion to the government to give boost to the home loan segment?