

Navi Home Loan Referral Program (FAQs)

1. What is the Navi Home Loan Referral Program?

A home loan program wherein you can refer your family/friends for availing a home loan (or a Balance transfer of an existing loan) at attractive interest rates from Navi. You need not be an existing Navi customer to be eligible under this program. For each successful referral, we will provide rewards up to INR 60,000.

2. How much referral reward can I receive under this program?

Reward for each referral is based on the amount sanctioned and you can receive a reward of up to INR 60,000 per referral.

Sanctioned Amount (INR)	Referral Award (INR)
15 Lakh - 35 Lakh	10,000
35 Lakh – 75 Lakh	20,000
75 Lakh – 1.5 Cr	40,000
>1.5 Cr	60,000

There is no limit on the number of referrals which you can make during the term of the Program. You can refer as many contacts as you want and can receive rewards for each successful referral.

**The reward will be provided as an Amazon voucher*

3. How can I refer under the program?

You can refer your friends and family by providing their details such as Name, Mobile, Email and City through the [online referral form](#) only

4. Once I submit details of my friends, what will be the referral process?

Upon submission of all the required details, Navi Finserv (Navi) will share a mail and message with your friend informing him/her that he/she has been referred by you for a home loan at Navi. On receipt of the message, your friend will have to download the Navi App and follow the process to apply for the home loan.

5. How and when will I get the referral reward?

For you to receive the reward, the loan should be disbursed to your friend within 6 months from the date of referral.

Once the loan amount has been disbursed, Navi will send an email to you informing of the eligible reward amount and obtain your basic information for sharing the Amazon voucher.

The voucher shall be shared with you within 1 month from the date of loan disbursal for your referred friend.

6. What is the eligibility criteria for the program?

The customer referral program is open to all individual Indian Residents who are above the age of 18 years subject to the following:

- Employees of the Home Loans business of Navi (such as home loans branch employees and head office home loan business team) and other Navi employees that have influencing power for home loans decisioning (such as the credit underwriting team) and their relatives (such term defined under the Companies Act, 2013) are not eligible to enter or participate in the Program.
- Any individual who has been a Home Loan customer with Navi before the referral or for whom the home loan application is already in process with Navi shall not be considered as a valid referral. No reward will be given out on such loan referrals.
- If more than one 'Referrer' recommends the same referee; the first one to make that referral will be entitled to the reward.
- A person cannot refer himself / herself for a home loan.

7. What are the cities in which Navi Finserv currently services home loans?

Loans are offered at the locations listed in the below table

S. No.	City
1	Bengaluru
2	Hyderabad
3	Chennai
4	Hubli
5	Davangere
6	Gulbarga
7	Mysuru
8	Belgaum
9	Bidar
10	Channagiri

11	Chitradurga
12	Harapanahalli
13	Harihar
14	Haveri
15	Honnali
16	Hosadurga
17	Humanabad
18	Huvinahadagali
19	Jewargi
20	Ranebennur
21	Shahapur
22	Shimoga
23	Yadgir

REFERRAL PROGRAM TERMS AND CONDITIONS

1. These terms and conditions (“**Terms**”) are applicable for the referral program (“**Program**”) of Navi Finserv Private Limited (“**Navi**”) where eligible persons (“**Referrer**”) make successful referrals of new customers to Navi who avail a home loan from Navi (“**Referee**”).
2. The Program is valid for all successful referrals made on and from 14:00 hours on October 22, 2021 till such time and date that is determined by Navi in its sole discretion.
3. An eligible Referrer shall be a natural person who is a resident Indian and is of the age of 18 years and above as on October 1, 2021. Employees of the Home Loans business of Navi (such as home loans branch employees and head office home loan business team) and other Navi employees that have influencing power for home loans decisioning (such as the credit underwriting team) and their relatives (such term defined under the Companies Act, 2013) are not eligible to enter or participate in the Program. Further, a referrer cannot refer themselves for a home loan.
4. In order to apply for the Program, a Referrer will need to share the details of the potential Referee. The communication details of the potential Referee should be shared by the Referrer only on the link provided by Navi and through no other means, unless directed by Navi otherwise. There is no limit on the number of referrals which can be made by a Referrer during the term of the Program and will be entitled to receive the rewards for each successful referral in the manner set out here.
5. All referrals are valid for only 6 months from date of receipt by Navi of potential Referee information from the Referrer. The Referee must drawdown the first tranche of the home loan within 6 months from the date of receipt by Navi of Referee information from the Referrer, for the Referrer to be eligible for the Program and the referral benefit. Any drawdown of the home loan by the Referee post the aforementioned 6 months would not be considered for referral benefit under the Program.
6. The Referee shall not seek the assistance of any agent for processing the Referee’s home loan application with Navi.
7. Navi reserves the right to not contact any potential Referee as shared by the Referrer. In the event the Referee reaches out to Navi independently or Navi contacts the Referee independently without accessing the information shared by the Referrer, the Referrer shall not be eligible to any referral benefit under the Program, irrespective whether the Referee avails a home loan or not from Navi. Navi’s decision in this regard shall be final and binding on the Referrer and Referee.

- For each successful referral, the Referrer will receive an Amazon Pay Gift Card (“**Voucher**”) ranging from INR 10,000 to INR 60,000 issued by Qwiksilver Solutions Private Limited and co-branded with Amazon Pay (India) Private Limited (“**Amazon**”), in the manner set out below.

Sanctioned Amount (INR)	Referral Award (INR)
15 Lakh - 35 Lakh	10,000
35 Lakh – 75 Lakh	20,000
75 Lakh – 1.5 Cr	40,000
>1.5 Cr	60,000

- Each Voucher issued is valid for a period of one year from the date of issuance. Navi reserves the right at its sole discretion to determine the value of the Voucher to be issued to the Referrer for each referral. Navi reserves the right to amend or reduce the value of the Voucher to be issued at any time during the term of the Program prior to issuing the Voucher to the Referrer.
- Referrers who are eligible and who have successfully referred a Referee in accordance with the Terms shall receive the Voucher on the electronic mail address registered with Navi within a period of 1 month from the date of the first disbursement of the home loan availed by the Referee. Navi holds the discretion to alter the timelines mentioned above for sending the Voucher at its sole discretion.
- Prior to making the referral, the Referrer must register with Navi their full name, date of birth, address, email id, contact information, Permanent Account Number and/or any other details as required by Navi to be eligible to receive the Voucher. Navi may from time to time at its sole discretion, seek any additional information or governmental identity proof from the Referrer.
- The Referrer is eligible to be awarded a Voucher only if the Referee avails a home loan from Navi on the terms and conditions as stipulated by Navi. If the Referee avails any other product of Navi, the Referrer shall not be eligible for the Program and for the referral award.
- This Program cannot be combined with any other offers or programs. The Program cannot be transferred or assigned to any other person and the Referrer shall not have the right to transfer or assign the Vouchers to any other person. The Voucher cannot be reloaded, resold, transferred for value or redeemed for cash.

14. Issuance of the home loan to the Referee is at the sole discretion of Navi and is subject to Navi's approval criteria. All the communication related to the approval or rejection reasons of the home loan to the potential Referee will be communicated to the potential Referee only and will not be shared with the Referrer. Only a successful referral will trigger any communication to the Referrer along with the reward details.
15. Navi reserves the right to, without liability or prejudice to any of its other rights, at any time at its sole discretion, without previous notice and from time to time, withdraw/suspend/amend/cancel this Program, without assigning any reason. Navi may notify/communicate the amended terms and conditions by hosting the same on its mobile application or website or an independent link or in any other manner as decided by Navi. The Referrer and Referee shall be responsible for regularly viewing these Terms, including amendments thereto as may be posted by Navi from time to time and the Referrer and Referee shall be deemed to have accepted the amended terms and conditions.
16. Referrers hereby declare that they have obtained due consent from Referees to refer and disclose their contact details to Navi, and that Navi may contact them to offer its range of services and products. The Referrer shall be solely liable and responsible for the correctness of all information/details pertaining to the Referee. The Referrer acknowledges that Navi shall not be in a position to ascertain or verify such information regarding the Referee and shall not be responsible in any way to any third party for any loss or damage suffered due to such incorrect details. Referrers shall be responsible to Navi for any losses or claims that may be occasioned upon Navi in the event that this declaration is found to be untrue and on any claims or demands by third parties. The Referee agrees for Navi and or its authorised agents to contact Navi to offer Navi's products and services and such contact by Navi or its authorised agents will not result in any breach of the Referee's preference as registered with any Do Not Disturb Registry.
17. Nothing contained in these Terms, or the running of this Program to which they apply, shall be construed as an obligation on Navi to continue the Program up to, on or after the time the Program period ends. Nothing mentioned herein amounts to a commitment or representation from Navi to conduct further such programs in future or to continue this Program for the entire duration as mentioned earlier.
18. Navi holds no warranty and is not representative of the delivery, service, suitability, merchantability, availability or quality of any products, services or items being provided by Amazon against the Voucher and/ or pursuant to the Program. Any disputes regarding delivery, service, suitability, merchantability, availability or quality of the products, services and/or items made available to the Referrer against the Voucher or under the Program must be addressed in

writing, by the Referrer directly to Amazon and Navi will not entertain any communication in this regard.

19. These Terms are in addition to the terms and conditions of Amazon in relation to the Voucher to which the Referrer agrees by being issued the Voucher. To the extent the terms and conditions of Amazon in relation to the Voucher are inconsistent with these Terms, the terms and conditions of Amazon will prevail with respect to the Voucher and these Terms will prevail with respect to the Program conditions.
20. All Vouchers offered in this Program are subject to the terms and conditions of the issuer of the Voucher. Navi accepts no responsibility for providing any support connected to the Voucher. Navi accepts no responsibility for any variation in value of the Voucher. Navi has made no warranty or guarantee in whole or in part, express or implied, in fact or in law, in relation to the use of any Voucher including, but not limited to, its quality, and merchantability, fitness for a particular purpose or suitability for use.
21. The Referrer by making any referral agrees to be bound by these Terms. The Referee by responding to any correspondence in relation to Navi's home loan agrees to be bound by these Terms.
22. If more than one Referrer refers the same Referee, then the Referrer's referral which was first received by Navi will be eligible for the referral benefit and all other Referrers will not be eligible for the Program.
23. If the referral information and/or anything to be done by Navi or any other entity in respect of the referral is prevented or delayed by causes, circumstances or events beyond the control of Navi or any other entity, including but not limited to computer viruses, tampering, unauthorized intervention, network failure, data storage failure, telecommunications failure, malfunction, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, pandemics, acts of government or other causes of like or similar or other character beyond the control of Navi or the other entity/ies, then Navi and/or the other entity(ies) shall not be liable for the same and will not be liable for any consequential damages. Navi reserves the right, in its sole discretion, to cancel, terminate or suspend this Program or any part of this Program upon the occurrence of any aforementioned event beyond the control of Navi.
24. Navi shall have the right to reject the referral provided by the Referrer if the information of a potential Referee shared by the Referrer does not match the exact details of the Referee.

25. Navi reserves the right to prohibit any Referrer from participating in the Program if, in its sole discretion, Navi finds such Referrer to be tampering with the entry process or the operation of the Program, or if the Referrer has repeatedly shown a disregard for, or attempts to circumvent, these Terms, or acts: (i) in a manner Navi determines to be unfair or inequitable; (ii) with an intent to annoy, threaten or harass any other Referrer or Referee; or (iii) in any other disruptive manner. Any person attempting to defraud or tamper with this Program in any way will be ineligible for the Voucher and may be prosecuted to the full extent of the law. Any failure by Navi to enforce any of these Terms shall not constitute a waiver of these Terms or Navi's rights.
26. Navi makes no commitment, express or implied, to respond to any feedback, suggestion and, or queries of the Referrer or Referee in any form whatsoever pertaining to the Program.
27. CAUTION: ANY ATTEMPT BY ANY INDIVIDUAL TO DELIBERATELY UNDERMINE THE LEGITIMATE OPERATION OF THE PROGRAM MAY BE A VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, NAVI RESERVES THE RIGHT TO SEEK DAMAGES FROM ANY SUCH INDIVIDUAL TO THE FULLEST EXTENT PERMITTED BY LAW OR SEEK ANY ADDITIONAL APPLICABLE LEGAL RECOURSE.
28. Navi shall be under no liability whatsoever in respect of all actions, claims, demands, proceedings, losses, damages, personal injury (including actual or perceived loss of reputation, defamation or the like) (hereinafter 'Dispute') and costs, charges and expenses whatsoever, arising directly or indirectly out of:
 - a. any Disputes from third parties relating to the credit, character and reputation (including actual or perceived loss of reputation, defamation or the like), alleged to have been caused by the Referrer in relation to the Program. The settlement of this Dispute shall be the sole responsibility of the Referrer;
 - b. the exercise by Navi of its right to terminate, suspend or alter the Program;
 - c. any mis-statement, mis-representation, error or omission in any details disclosed to Navi;
 - d. late, lost, delayed, damaged, misdirected, incomplete, undelivered, inaccurate, illegible or unintelligible entries;
 - e. telephone, electronic, hardware or software program, network, Internet or computer malfunctions, failures or difficulties of any kind;
 - f. failed, incomplete, garbled, or delayed computer transmissions;
 - g. the downloading of any material in connection with this Program;
 - h. if a Voucher cannot be awarded due to cancellations, delays or interruptions due to acts of God, acts of war (declared or undeclared), natural disasters, pandemics, weather, acts of terrorism, riot or civil disturbance, satellite or equipment failure, federal, state or local law, order or regulation, public health crisis, or order of any court or any condition caused by

- events beyond the reasonable control of Navi that may cause the Program to be disrupted or corrupted;
- i. any injuries, losses or damages of any kind arising in connection with or as a result of the Voucher, or acceptance, possession, or use of the Voucher, or from participation in the Program;
 - j. redemption of the Voucher on Amazon or any Dispute with Amazon in relation to the Voucher; or
 - k. any printing or typographical errors in any materials associated with the Program. Proof of submission will not be deemed to be proof of receipt by Navi.
29. NAVI MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND EXPRESS OR IMPLIED, REGARDING ANY VOUCHER OR THE REFERRER'S PARTICIPATION IN THE PROGRAM. BY PARTICIPATING IN THE PROGRAM, EACH REFERRER AGREES TO RELEASE AND HOLD NAVI AND ITS EMPLOYEES, OFFICERS, DIRECTORS, SHAREHOLDERS, AGENTS, REPRESENTATIVES OF NAVI, ITS AFFILIATES, SUBSIDIARIES, ADVERTISING, PROMOTION AND FULFILLMENT AGENCIES HARMLESS FROM ANY AND ALL LOSSES, DAMAGES, RIGHTS, CLAIMS AND ACTIONS OF ANY KIND IN CONNECTION WITH THE PROGRAM OR RESULTING FROM ACCEPTANCE, POSSESSION, OR USE OF THE VOUCHER, INCLUDING WITHOUT LIMITATION, PERSONAL INJURY, DEATH, AND PROPERTY DAMAGE, AND CLAIMS BASED ON PUBLICITY RIGHTS, DEFAMATION, OR INVASION OF PRIVACY. EACH REFERRER ALSO AGREES TO RELEASE AND HOLD NAVI HARMLESS FROM ANY AND ALL LOSSES, DAMAGES, RIGHTS, CLAIMS AND ACTIONS OF ANY KIND IN CONNECTION WITH THE PROGRAM OR RESULTING FROM ACCEPTANCE, POSSESSION, OR USE OF THE VOUCHER, INCLUDING WITHOUT LIMITATION, PERSONAL INJURY, DEATH, AND PROPERTY DAMAGE, AND CLAIMS BASED ON PUBLICITY RIGHTS, DEFAMATION, OR INVASION OF PRIVACY.
30. NAVI SHALL NOT BE LIABLE TO THE REFERRER OR ANY THIRD PARTY FOR DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS, LOSS OF SAVINGS, LOSS OF BUSINESS OPPORTUNITY, REGARDLESS OF THE FORM OF THE ACTION OR THE THEORY OF RECOVERY, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
31. The total aggregate liability of Navi, for claims asserted by a Referrer, Referee or any third party in relation with the Program, regardless of the form of the action or the theory of recovery, shall be limited to the amount of the Voucher.
32. Except where prohibited by law, the winner's acceptance of the Voucher constitutes express permission for Navi to use winner's name, photograph, likeness, statements, entry, biographical information, voice, and address (city and state) worldwide and in all forms of media, in perpetuity, without further compensation.

33. The Referrer and Referee agree that any personal information (“**Personal Information**”) provided to Navi or its authorized third parties may be used by Navi and its authorized third parties as permitted by Navi’s privacy policy and terms of use. Navi reserves the right to make changes to their privacy policy and terms of use without prior notice. The Referrer and Referee should continue to check the privacy policy and terms of use for updates and amendments, as the Referrer and Referee will be deemed to have accepted any changes to the privacy policy. The Referrer and Referee hereby agree that Navi may use and retain the Personal Information for a lawful purpose and to the extent deemed necessary by Navi and for any other ancillary purposes as decided by Navi. The Referrer and Referee hereby also agree that Navi may transfer or disclose such Personal Information to such other agencies Navi may consider necessary, whether affiliates or otherwise and whether in India or otherwise. The Referrer and Referee hereby agree that: (a) “reasonable security practices and procedures” means the privacy policy of Navi; and (b) accordingly, the rules of the Government of India notified under section 43A of the Information Technology Act, 2000 are hereby excluded.
34. In consideration of Navi providing the Referrer with the opportunity to participate in the Program, the Referrer hereby agrees to indemnify and keep Navi and its employees, officers, directors, shareholders, agents, representatives of Navi, indemnified from and against all actions, claims, demands, proceedings, losses, damages, personal injury, costs (including legal costs) (hereinafter 'Claim'), charges and expenses whatsoever which Navi may at any time incur, sustain, suffer or be put to as a consequence of or by reason of or arising out of:
- a. any violation, breach or alleged breach of the terms by the Referrer.
 - b. the negligence, mistake or misconduct of the Referrer (directly or indirectly);
 - c. any Claim relating to infringement or alleged infringement of any personal information or confidential information of the Referee or any other person;
 - d. any action, suit or claim by any third party arising out of the participation of the Referrer in the Program;
 - e. any Claim from third parties relating to the credit, character and reputation (including actual or perceived loss of reputation, defamation or the like), alleged to have been caused by the Referrer in relation to Program. The liability arising under this Claim shall be the sole responsibility of the Referrer;
 - f. redemption of the Voucher on Amazon or any Claim from Amazon in relation to the Voucher; and
 - g. any issues arising out of spyware/viruses/malware in the entries submitted by the Referrer.
35. Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Referrer

due to provision of the Voucher, shall be to the sole account of the Referrer. Tax deducted at source, if any, on the monetary value of the Voucher shall be payable by the Referrer directly.

36. These Terms shall be governed by and interpreted in accordance with the laws of India. Subject to Clause 37, the Referrer and Referee hereto unconditionally submits to the exclusive jurisdiction of the courts and tribunals in Bengaluru, India alone for the determination of any matters arising out of or under these Terms. Navi shall not be prevented from taking proceedings relating to a dispute arising out of these Terms in any other courts with jurisdiction. To the extent permitted by applicable law, Navi may take concurrent proceedings in any number of jurisdictions.
37. All disputes or issues arising out of or in connection with these Terms shall be resolved exclusively by binding arbitration conducted in accordance with the Arbitration Centre – Karnataka (Domestic and International) Rules, 2012 by a sole arbitrator appointed in accordance with the said Rules. The seat and venue of the arbitration shall be Bengaluru, Karnataka. The arbitration shall be conducted in the English language. The arbitration award shall be final and binding on the parties.
38. In all matters relating to the Program, the decision of Navi shall be final and binding in all respects.
39. Any provision of these terms which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but that shall not invalidate the remaining provisions of these terms and conditions or affect such provision in any other jurisdiction.
40. Any reference to a singular term shall include reference to the corresponding plural term and vice versa. Any reference to a gender shall include references to the female, male and neutral genders.
41. Navi shall have the absolute discretion to amend or supplement any of these terms and conditions without assigning any reasons or without any prior intimation whatsoever.