**1. About Chinfin Gold**  
  
Q: What is Chinfin Gold?

A: Chinfin Gold is an platform that offers loans for purchasing gold coins and bars. We also provide a gold exchange service, allowing customers to trade old gold for cash to buy new gold.

**2. Gold Purchase & Loan**  
  
Q: How does the gold loan work?

A: Our gold loan service is powered by Chinmaya Finance, allowing you to purchase gold coins and bars with ease. You can apply for a loan through Chinmaya Finance and choose flexible repayment options, including EMI plans, to pay for your gold over time. This ensures a secure and hassle-free gold-buying experience.  
  
Q: What types of gold products are available on Chinfin Gold?  A: We offer BIS-hallmarked gold coins and bars in various weights, ensuring purity and authenticity.  
  
Q: Can I exchange my old gold for new gold?  A: Yes! You can exchange your old gold for instant cash, which can then be used to purchase new Chinfin Gold gold coins or bars.  
  
Q: What is the minimum and maximum loan amount for gold purchases?  A: Loan amounts depend on your eligibility. Our platform evaluates your financial profile to provide the best loan offers.  
  
**3. KYC & Verification**  
  
Q: Is KYC mandatory for purchasing gold?  A: Yes, KYC verification is required to comply with financial regulations and ensure secure transactions.  
  
Q: What documents are required for KYC verification?  A: You need to provide:  
PAN Card (Mandatory)  
Aadhaar Card / Passport / Voter ID (Any one for address proof)  
Bank details for transactions  
  
Q: How long does KYC verification take?  A: KYC verification typically takes 24-48 hours after document submission.  
  
**4. Security & Policies**  
  
Q: How does Chinfin Gold ensure gold authenticity?  A: All our gold products are BIS-hallmarked, ensuring the highest purity standards.  
  
Q: Is my personal and payment information secure?  A: Yes! We use bank-grade encryption and follow strict data protection policies to keep your information safe.  
  
Q: Does Chinfin Gold offer insurance for purchased gold?  A: Yes, we provide secure shipping and insurance coverage for all gold shipments to protect your investment.