



Contact Us

Get relevant answers to most of your queries here.

Please select from any of the following options:

Reset

Consumer

Commercial

Great! Please help us to understand more about your query by selecting one of the below options:

General Query

Account Information

Dispute Resolution

CIBIL Rank

Login Related

Update Account Information

All fields marked with (*) are mandatory

Confirm Your Identity

For enhanced security, we need to verify your identity. An OTP will be sent to your registered Mobile number or Email ID for verification.

Enter Your Dispute ID or Service Request Number*

Locate the ID received from noreply@transunion.com



Enter Registered Mobile Number or Email ID*

E.g., 9999999999 or jondoe@gmail.com



Submit Details

All fields marked with (*) are mandatory

Confirm Your Identity

For enhanced security, we need to verify your identity. An OTP will be sent to your registered Mobile number or Email ID for verification.

Enter Your Dispute ID or Service Request Number*



Enter Registered Mobile Number or Email ID*



Submit Details

All fields marked with (*) are mandatory

Confirm Your Identity

For enhanced security, we need to verify your identity. An OTP will be sent to your registered Mobile number or Email ID for verification.

Enter Your Dispute ID or Service Request Number*

2341ID



Enter Registered Mobile Number or Email ID*

johndoe@gmail.com



Submit Details

Home > Commercial Dashboard > Update Account Information > Confirm Your Identity

Verification failed! Please ensure that all provided information is correct and matches the details in the email from noreply@transunion.com.

All fields marked with (*) are mandatory

Confirm Your Identity

Kindly Submit Accurate Information for Identity Confirmation!

Enter Your Dispute ID or Service Request Number*

2341ID



Enter Registered Mobile Number or Email ID*

johndoe@gmail.com



Submit Details

Home > Commercial Dashboard > Update Account Information > Verify Your Identity

All fields marked with (*) are mandatory

Verify Your Identity

An OTP has been sent to your registered mobile number or email ID.

Enter OTP*

Didn't receive the OTP? Try again in **00:19**

Verify OTP

Home > Commercial Dashboard > Update Account Information > Verify Your Identity

All fields marked with (*) are mandatory

Verify Your Identity

An OTP has been sent to your registered mobile number or email ID.

Enter OTP*

8 8 8 8 8 8

Didn't receive an OTP?

Resend OTP

Verify OTP

Home > Commercial Dashboard > Update Account Information > Verify Your Identity

All fields marked with (*) are mandatory

Verify Your Identity

An OTP has been sent to your registered mobile number or email ID.

Enter OTP*

8 8 8 8 8 8

Didn't receive an OTP?

Resend OTP

Verify OTP

Home > Commercial Dashboard > Update Account Information > Verify Your Identity

Incorrect OTP. Please try again.

All fields marked with (*) are mandatory

Verify Your Identity

Complete the verification process by entering the OTP sent to your registered email or mobile number.

Enter OTP*

8 8 8 8 8 8

Didn't receive an OTP?

[Resend OTP](#)



You have 2 attempts left

Verify OTP

Home > Commercial Dashboard > Update Account Information > Verify Your Identity

Incorrect OTP. Please try again.

All fields marked with (*) are mandatory

Verify Your Identity

Complete the verification process by entering the OTP sent to your registered email or mobile number.

Enter OTP*

8 8 8 8 8 8

Didn't receive an OTP?

[Resend OTP](#)



This is your last attempt. Failure will prompt X you to restart the process.

Verify OTP

Update Your Account Information

All fields marked with (*) are mandatory

Help us address your complaint promptly by providing the following details to compensate for potential delays.

Why is this important?

- In adherence to RBI guidelines, the resolution of your dispute or complaint is required to be completed within 30 days from date of receipt of the dispute either by the banks/financial institution and / or by TU CIBIL.
- Failure of either the bank/financial Institutions and / or TU CIBIL entitles you to receive a compensation of ₹100/- for each day of delay from the bank/financial Institutions and/ or TU CIBIL (as applicable), shall be credited to the provided account details. This compensation framework becomes effective from April 26, 2024.
- Disputes initiated prior to April 26, 2024 and subsequently closed will not fall under the provisions of these guidelines, and therefore, compensation will not be applicable.
- As prescribed by RBI, you are mandatorily required to input your correct bank account information to register your compliant and raise a dispute or complaint. This will be shared with respective banks/financial institutions for compensation purposes at their end, if any.
- As per RBI guidelines, the onus of providing accurate details will lie with the complainant and the banks/financial institution and or TU CIBIL will not be held responsible for any incorrect information provided by the complainant. To request any change in the provided account information you may write to [customer support](#).
- Kindly note that compensation is applicable solely to domestic or local accounts and is not valid for NRI accounts.

IDENTIFICATION DETAILS

ID Type*

Select an ID type

ID Number*

Enter ID number of the provided ID

Account Holder Name*

Enter name as per official records

ACCOUNT INFORMATION

IFSC Code*

Enter your bank branch's unique IFSC

Bank Name*

Enter your bank's name

Bank Account Type*

Select your account type

Account Number*

Enter your bank account number

Confirm Account Number*

Re-enter your bank account number

Bank Address*

Enter the complete address of your bank branch where your account is registered

- I undertake that the bank account details provided by me, belong to me and are correct and accurate and the said account is based in India. I understand that if the said details provided by me are incorrect and inaccurate the amount payable to me, if any, will be credited to the wrong account and TU CIBIL will not be responsible for the same in any form or manner. I further understand that any amount payable as compensation under the RBI Circular dated October 26, 2023 bearing No. RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 will be applicable only under the terms as contained in the said circular.

Submit

**Details Updated Successfully!**

Your details have been updated successfully! You will receive timely notifications via your registered SMS or Email for any delay in dispute resolution.

Contact Us

Get relevant answers to most of your queries here.

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Confirm Your Identity

For enhanced security, we need to verify your identity. An OTP will be sent to your registered Mobile number or Email ID for verification.

Enter Your Dispute ID or Service Request Number*

Locate the ID received from noreply@transunion.com



Enter Registered Mobile Num

Unique Dispute ID or Service Request Number is sent by
noreply@transunion.com to your email for the complaint you
raised.

Submit Details

Home > Commercial Dashboard > Update Account Information > Confirm Your Identity

Dispute ID/SR number is not valid. Verify it with the
email from noreply@transunion.com and re-enter the correct information.

All fields marked with (*) are mandatory

Confirm Your Identity

Kindly Submit Accurate Information for Identity Confirmation!

Enter Your Dispute ID or Service Request Number*

2341ID



Enter Registered Mobile Number or Email ID*

johndoe@gmail.com



Submit Details

Update Your Account Information

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IDENTIFICATION DETAILS

ID Type*	Select an ID type	ID Number*	Enter ID number of the provided ID
Account Holder Name*	Aadhar Card PAN Card Drivers License		
ACCOUNT INFORMATION			
IFSC Code*	Enter your bank branch's unique IFSC	Bank Name*	Enter your bank's name
Bank Account Type*	Select your account type		
Account Number*	Enter your bank account number	Confirm Account Number*	Re-enter your bank account number
Bank Address*	Enter the complete address of your bank branch where your account is registered		

I undertake that the bank account details provided by me, belong to me and are correct and accurate and the said account is based in India. I understand that if the said details provided by me are incorrect and inaccurate the amount payable to me, if any, will be credited to the wrong account and TU CIBIL will not be responsible for the same in any form or manner. I further understand that any amount payable as compensation under the RBI Circular dated October 26, 2023 bearing No. RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 will be applicable only under the terms as contained in the said circular.

Submit

Commercial > Update Account Information

Update Your Account Information

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IDENTIFICATION DETAILS

ID Type*

PAN Card

ID Number*

Account Holder Name*

John Doe

! Please enter an ID type. This field is mandatory

ACCOUNT INFORMATION

IFSC Code*

SBIN0005943

Bank Name*

State Bank of India

Bank Account Type*

Select your account type

Account Number*

2100 100 90019

Confirm Account Number*

2100 100 90019

Bank Address*

Flat 42, Block-A, Enrica Apartments, MG Road, Bangalore - 560021|Flat 42, Block-A, Enrica Apartments, MG Road, Bangalore - 560021

- I undertake that the bank account details provided by me, belong to me and are correct and accurate and the said account is based in India. I understand that if the said details provided by me are incorrect and inaccurate the amount payable to me, if any, will be credited to the wrong account and TU CIBIL will not be responsible for the same in any form or manner. I further understand that any amount payable as compensation under the RBI Circular dated October 26, 2023 bearing No. RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 will be applicable only under the terms as contained in the said circular.

Submit

Commercial > Update Account Information

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IDENTIFICATION DETAILS

ID Type*

PAN Card

ID Number*

FJPQZ8121X

Account Holder Name*

John Doe

ACCOUNT INFORMATION

IFSC Code*

SBIN0005943

Bank Name*

State Bank of India

Bank Account Type*

Savings Account

Account Number*

2100 100 90019

Confirm Account Number*

2100 100 90019

Bank Address*

Flat 42, Block-A, Enrica Apartments, MG Road, Bangalore - 560021|Flat 42, Block-A, Enrica Apartments, MG Road, Bangalore - 560021

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Commercial > Update Account Information

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ID Number*

FJPQZ8121X

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ACCOUNT INFORMATION

IFSC Code*

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Bank Name*

State Bank of India

Bank Account Type*

Savings Account

Account Number*

|

Confirm Account Number*

2100 100 90019

Bank Address*

! This field is mandatory. Account number should have minimum 5-20 characters

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Submit

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Confirm Your Identity

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Enter Your Dispute ID or Service Request Number*

Locate the ID received from noreply@transunion.com



Enter Registered Mobile Number or Email ID*

E.g., 9999999999 or jondoe@gmail.com



Please provide the details you used when filing the complaint with us.

Home > Commercial Dashboard > Update Account Information > Confirm Your Identity

Invalid entry. The provided mobile number or email ID is not valid.
Provide the information in the required format for successful submission.

All fields marked with (*) are mandatory

Confirm Your Identity

Kindly Submit Accurate Information for Identity Confirmation!

Enter Your Dispute ID or Service Request Number*

2341ID



Enter Registered Mobile Number or Email ID*

johndoe@gmail.com



Submit Details

Home > Consumer Dashboard > Update Account Information > Verify Your Identity

Incorrect OTP. Please try again.

All fields marked with (*) are mandatory

Verify Your Identity

Complete the verification process

Enter OTP ➔



Maximum OTP Request Limit Reached

Oops! You've hit the maximum OTP request limit. Try again later.

Restart



You have 2 attempts left

Verify OTP