

Update Account Information

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



Important Note

- 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.
- Kindly note that compensation is applicable solely to domestic or local accounts and is not valid for NRI accounts.

All fields below are mandatory.

Account information

| Particulars | Details |
|---------------------|---|
| Account Holder Name | |
| IFSC Code | |
| Bank Name | |
| Bank Account Type | <input type="checkbox"/> Savings Account <input type="checkbox"/> Current Account |
| Bank Account Number | |
| Bank Address | |

☐ I undertake that the bank account details provided by me, belong to me and are correct and accurate and the said account is a resident account in 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.

Official Name & Signature

Consumer Signature

Details regarding the TransUnion CIBIL privacy policy is available at <https://www.transunioncibil.com/legal/privacy-policy>

TRANSUNION CIBIL LIMITED

TransUnion CIBIL Limited (Formerly: Credit Information Bureau (India) Limited)
One World Centre, Tower 2A, 19th Floor, Senapati Bapat Marg, Elphinstone Road, Mumbai - 400 013

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Identification details

| Particulars | Comments |
|---------------------|----------|
| ID Proof | |
| ID Number | |
| Account Holder Name | |

Account information

| IFSC Code | Bank Account Type | Bank Address | Comments |
|-----------|-------------------|--------------|----------|
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