



Dear Trisha,

We wish to inform you that resolution of CDS28122023000861 submitted on 01-Dec-2023 is delayed.

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.

Kindly provide your account information to avail compensation post the closure of your dispute. This compensation framework becomes effective from April 26, 2024.

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Add Account Information



Important Note

- Disputes initiated prior to April 26, 2024 and subsequently closed will not fall under the provisions of this circular, and therefore, compensation will not be applicable.
- 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.

Always at your service!

Regards,

Consumer Services Team

TransUnion CIBIL Limited, Formerly known as Credit Information Bureau (India) Limited

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TransUnion CIBIL Limited

Registered Office: One World Center, Tower 2, 19th Floor, Senapati Bapat Marg, Elphinstone Road, Mumbai -400013