

All fields marked with (*) are mandatory

PERSONAL INFORMATION

Customer Name *

9090

Gender*

Male

Date of Birth *

05/12/2005

CONTACT DETAILS

Mobile Number*

Email ID*

IDENTIFICATION DETAILS

Identity Proof*

Passport

Identity Proof No.*

SERVICE REQUEST

Service Request

Dispute ID

For e.g. CDS01012021987356

The service request will be generated post the query is raised. However, please provide the details of the query.

Describe your query*

Remaining Characters : 3000

UPLOAD DOCUMENT

Choose File

No file chosen

When uploading documents, please note the following *

1. Ensure the documents are not password-protected.
2. Upload latest address proof wherein address and transactions are not older than 3 months from current date.
3. Upload documents with extension as PNG, JPG, JPEG, PDF etc.
4. Max. file size is 5MB per upload.
5. Max. 5 Attachments are permitted at a time.

UPDATE YOUR ACCOUNT INFORMATION

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.

Account Holder Name*

Enter name as per official records

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

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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.



Enter the characters shown in the image*

Submit