



Dear Customer,

Greetings from TransUnion CIBIL!

We are pleased to share an important update regarding a new compensation framework implemented by the Reserve Bank of India (RBI) for resolving disputes or complaints.

Any dispute or complaint lodged with your bank/financial institution or TransUnion CIBIL (TU CIBIL) must be resolved within 30 days from receipt. Failure to meet this deadline entitles you to compensation of ₹100 per day of delay from the respective institution.



Please Note

- This compensation framework becomes **effective from April 26, 2024**.
- The compensation will be credited to the account information shared at the time of dispute initiation.
- Following documents will be required while raising a dispute,
 1. Bank & Account Details
 2. ID Proof Details: PAN Card/ Passport/ Drivers License/ Voters ID
- The onus of providing accurate details will lie with the complainant.

In case of any queries or clarification regarding the above information, please contact the respective bank/financial institution or connect with us.

Best regards,
TransUnion CIBIL

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