



Dear Trisha,

There is a delay in the resolution of your complaint with Dispute ID CDS28122023000861. You are eligible for compensation.

Please provide your account information by **04-Feb-2022**.

Add Account Information

View details about the total compensation payable.

Service Request No.	Service Request Type	Banks/Financial Institution	Compensation Amount (₹)
CDT 1	Contact Information	HDFC Bank	₹ 100.00
CDT 2	Personal Information	ICICI Bank	₹ 100.00
CDT 3	Other Information	State Bank of India	₹ 100.00
CDT 4	Credit Application History	AXIS Bank	₹ 100.00
Compensation from Banks/Financial Institutions			₹ 400.00
Compensation from CIBIL			₹ 200.00
Total Compensation Amount:			₹ 600.00



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 this circular, 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 complaint 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.
- Your dispute ID will be marked as closed only when all your disputes are resolved.
- Please be aware that TransUnion CIBIL’S dispute resolution procedure is completely free of cost and we are not connected to any credit repair or credit counselling agencies.

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

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