DIGITAL SERVICES

24*7 - Anywhere Anytime

1. *Online Services provided through Web portal and Mobile App (Android & iOS)*

Existing User can raise the below service request through Web portal and Mobile App

S. No.	Online service provided	Service detail
1	**Contact Details Update**	Existing Customer can update their below contact details. • Register Mobile Number • Communication Email Id • Office landline • Official Email Id • Current Address - Intimation for customer to visit branch • Office Address - Intimation for customer to visit branch
2	**Part Payment/ OD Payment**	Existing Customer can make below online payment by PayTm OR TechProces Payment Gateway. • Part Payment • OD Payment
3	**Document and Statement**	Existing Customer can get statements on his/her registered e-mail ID. • Interest Certificate • Welcome Letter • Statements of Account Existing Customer can create service request for below documents. • List of Documents • Repayment Schedule Foreclosure Statements
4	**EMI/PEMI Related**	• Cancel Mandate
5	**Raise an Issue**	Existing Customer can raise any query / issue.

2. ***Online services provided through WhatsApp***

Existing User can raise the below service request through WhatsApp

S. No.	Online service provided	Service detail
1	**Contact Details update**	Existing Customer can create service request for details. • Register Mobile Number • Communication Email Id
2	**Document and Statement**	Existing Customer can create service request for any below documents. • Interest Certificate • Welcome Letter • SOA • NOC (post loan closure) - Request • List of Documents - Request • Repayment Schedule- Request • Scan of Property Papers • Foreclosure Statement - Request • Part Payment • Payment of Pending Dues