

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	<p>Existing Customer can update their below contact details.</p> <ul style="list-style-type: none"> • 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	<p>Existing Customer can make below online payment by PayTm OR TechProces Payment Gateway.</p> <ul style="list-style-type: none"> • Part Payment • OD Payment
3	Document and Statement	<p>Existing Customer can create service request for below documents.</p> <ul style="list-style-type: none"> • Interest Certificate • Welcome Letter
4	Raise an Issue	<p>Existing Customer can raise any query / issue.</p>

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. <ul style="list-style-type: none"> • Register Mobile Number • Communication Email Id
2	Document and Statement	Existing Customer can create service request for any below documents. <ul style="list-style-type: none"> • 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