



## **TransUnion CIBIL Consumer Grievance Redressal Policy**

## 1. Introduction

India's pioneer Credit Information Company, TransUnion CIBIL Limited ("**TransUnion CIBIL**") maintains one of the largest collections of Consumer, Commercial & Micro Finance credit information.

Our mission is to create and offer information solutions that enable businesses to grow and give consumers faster, cheaper access to credit and other services. We create value for our consumers by providing information for economic opportunity, information for great experiences and information for personal empowerment.

The Consumer Grievance Redressal Policy outlines the framework for addressing the consumer queries and grievances and is applicable to all individual and commercial consumers.

## 2. Objective

TransUnion CIBIL's Grievance Redressal Policy aims at the following to strengthen consumer confidence:

- a. Effective and timely resolution of consumer grievances;
- b. Implementing consumer friendly processes;
- c. Enhancing quality of our service delivery; and
- d. High level of consumer satisfaction.

## 3. Ethos of Grievance Redressal :

The Ethos of Grievance Redressal at TransUnion CIBIL are as under :

- a. **Accessibility:** Consumers can access TransUnion CIBIL through any of the channels listed below in point 4 and we assure high standards of customer service at all our touchpoints.
- b. **Fairness:** TransUnion CIBIL shall examine the consumer's concerns in all fairness and in an unbiased manner. We shall take utmost care to provide complete, efficient and timely resolution.
- c. **Transparency:** TransUnion CIBIL shall ensure regular updates and communication to consumer throughout the various stages of grievance redressal.
- d. **Consumer Education:** TransUnion CIBIL is committed to supporting consumer education and financial literacy on credit. We endeavor to make continuous efforts to drive awareness on building positive credit history, credit discipline, the importance of CIBIL Report and easy access of CIBIL Report & Score. We make TRUST possible.

#### 4. Channels for raising queries and registering Grievance/s

A person/entity can approach TransUnion CIBIL to raise a query or register a grievance or provide a feedback through any of the following channels:

- a. TransUnion CIBIL Website : Submit online form by visiting ' Customer Support' page of TransUnion CIBIL website [www.cibil.com](http://www.cibil.com)
- b. Consumer Helpline Number : 022-61404300 from Monday to Friday 10am to 6pm for registering complaints
- c. Letters/correspondence can be sent to TransUnion CIBIL Registered Office : One World Centre, Tower 2A, 19th Floor, Senapati Bapat Marg, Elphinstone Road, Mumbai 400 013
- d. Walk-in at TransUnion CIBIL Registered Office : One World Centre, Tower 2A, 19th Floor, Senapati Bapat Marg, Elphinstone Road, Mumbai 400 013
- e. Chatbot : Consumers can avail chatbot services through our website (24\*7) or at our contact centre (during business hours) and get instantaneous response to their queries.
- f. If a consumer is not satisfied with the solution or response you have received from us from above channels, consumer may register an online grievance by visiting following page on our website <https://www.cibil.com/complaints-escalation-procedure> . There are 3 levels of escalations.
- g. Escalation of complaints: If a consumer is not satisfied with the resolution provided through channels mentioned above, the consumer can escalate the issues to the Nodal Officer at [nodalofficer@transunion.com](mailto:nodalofficer@transunion.com) . Escalated Complaints are also received from the Reserve Bank of India, Public Grievance Portal (CP Grams) & National Consumer Helpline.

#### 5. Classification of Interactions

All consumer interactions are broadly classified as Query, Request, Dispute, Complaint or Feedback. All interactions will be further classified based on the nature of the interaction.

- a. Interactions where the person or entity is seeking information is classified as a '**Query**'. For example : How to access CIBIL report, how to raise a Dispute, Information about TransUnion CIBIL, information about CIR, How to read CIBIL report etc
- b. Request for resetting myCIBIL portal password, information about account details reflecting in CIBIL Report etc are classified as '**Request**'

- c. Reporting of any inaccuracy in the CIBIL report, updation of credit information etc are classified as '**Dispute**'
- d. Interactions where a person is not satisfied with the response time, quality of response, denial of service, deficiency of services, legal notices and suits is classified as '**Complaint**' or '**Grievance**'.

## **6. Guidelines for Resolution of Queries and Complaints**

- a. All interactions will be logged into CRM system by TransUnion CIBIL and will be actioned on First In First Out (FIFO) basis.
- b. Across all touchpoints, CRM system is used for handling consumer interactions. Basis the nature of interactions, these are classified as query, request, dispute complaint or feedback. Every such interaction is assigned a unique service request number, which can be used for future reference and communication.
- c. A communication will then be sent by TransUnion CIBIL Consumer Services Team to the person by email or letter acknowledging the receipt of the communication along with the Service Request Number.
- d. Query, request, dispute or complaints received will be analyzed and actioned appropriately.
- e. In case of any clarification is required based on the initial analysis, TransUnion CIBIL may call the complainant on case to case basis.
- f. Based on the action taken, response will be sent to the complainant vide email or by letter.
- g. In the case of any correction being carried out in the CIBIL report, a free copy of the corrected report will be provided to the consumer after resolution of all disputes.
- h. Root Cause Analysis (RCA) will be conducted on a quarterly basis. The analysis shall be carried out basis the nature and type of interactions with a view to identify areas of improvement in services. RCA will also include quality and completeness of response.
- i. Key aspects of the analysis shall be highlighted to the management on periodic basis and a quarterly review on complaints will be submitted to the Board.

- j. There will be a specialized team in the Consumer Services Department of TransUnion CIBIL for handling consumer online grievances, nodal officer complaints and escalations.
- k. Timelines for resolution of queries & complaints
  - As per Credit Information Companies (Regulation) Act, 2005, Disputes and Complaints pertaining to rectification of credit information will be resolved within 30 days. The same shall be subject to receipt of responses from Banks / Credit Institutions.
  - Depending on the nature of the grievance, complexities involved and responses from Credit Institutions, TransUnion CIBIL will update the consumer in case of any delays in resolution of their grievance.

## **7. Consumer Education Videos**

In furtherance of our various initiatives on creating consumer awareness, TransUnion CIBIL has launched Consumer Education Videos on our website and also on YouTube in English, Hindi, Telugu, Tamil, Kannada and Malayalam. Link to access these videos - <https://www.cibil.com/faq/consumer-awareness>

## **8. Disclaimers and Exclusions:**

- a. This Policy is not applicable to third parties / credit clinics raising concerns on behalf of consumers & commercial entities.
- b. TransUnion CIBIL reserves the right to review & revise its policy without intimation.
- c. This Policy will be reviewed at least once every year.