

## Customer Complaint Form – Bureau Related Disputes

Dear Sir / Madam

- A. Please submit any queries or complaints regarding the information disclosed by ORIX Leasing and Financial Services India Limited(OLFS) to any Credit Information Companies by filing out the details in the form provided below and send a signed copy of the same to [customercare@orixindia.com](mailto:customercare@orixindia.com) or to any of the OLFS branches.

1. Date:\_\_\_\_\_
2. Name of the Customer: \_\_\_\_\_
3. Loan Account No: \_\_\_\_\_
4. Mobile No.: \_\_\_\_\_
5. Registered Email ID of the customer: \_\_\_\_\_
6. Name of the Credit Information Company:\_\_\_\_\_
7. Complaint (In brief)

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- B. Further as per the RBI circular- RBI/2023-24/72 DoR.FIN.REC.48/20.16.003/2023-24 dated October 26, 2023, complainants shall be entitled to a compensation of ₹100 per calendar day in case their complaint is not resolved within a period of thirty (30) calendar days from the date of the initial filing of the complaint by the complainant with a CI/ CIC. Please share the below information to process your compensation, in case your complaint is not resolved within 30 days.

**Bank details:**

1. Name of the bank: \_\_\_\_\_
2. Name of the Customer (As per Bank details) \_\_\_\_\_
3. Bank Account No - \_\_\_\_\_
4. IFSC Code – \_\_\_\_\_
5. UPI ID - \_\_\_\_\_

Customer Signature

Authorised Signatory on behalf of the ORIX  
Leasing and Financial Services India Limited

Note: Complaints made under this form shall be resolved within 30 (thirty) days from the date of receipt.