

FREQUENTLY ASKED QUESTIONS

1. **What are the various channels to communicate with us in case of any queries/concerns?**

Answer: We have various channels for you to raise any query/concern regarding your loan account (i) Toll free no 1800-209-0188 (Monday-Saturday 9am to 7pm) (ii) WhatsApp on 8097090188 (Monday-Saturday 9:30am to 6:00pm (except 2nd Saturday)) (iii) Email at customercare@tmf.co.in (iv) Logon to our website www.tmf.co.in and click the “Customer” tab (v) SMS keywords to 9266592665 & get the required information instantly (refer Q5) (vi) Visit our nearest branch (refer Q13)

Important Note: For security of your loan account, please call, message, email ONLY from your mobile /email ID registered with us.

2. **How can I notify the change in my personal details (Telephone number, Email ID)?**

Answer: For change in telephone number/email ID, please notify us through the Toll free number, WhatsApp or visit the branch. Post successfully verifying, we shall register your new contact details.

3. **What are the contents of the Welcome Kit? Within how many days will I receive the Welcome Kit?**

Answer: The contents of the welcome kit are: Loan Account Summary; Terms & Conditions of the Loan Agreement; Repayment Schedule; General Information about Fees/Charges, Insurance, TDS etc. Your welcome kit is dispatched within 15 days from the date your loan is booked. In case you have not received the same, please access logging into www.tmf.co.in (refer Q6)

4. **Where & by when do I get my Registration Certificate (RC)? Do I need to submit a copy of the RC?**

Answer: The RC copy needs to be collected from the RTO. Post vehicle registration, it is important that you submit a hypothecation RC copy through (i) WhatsApp on 8097090188 (ii) Email at customercare@tmf.co.in. *Please ensure you submit the RC from a registered mobile / email ID only.*

5. **What information can I get directly by sending an SMS to 9266592665?**

Answer: SMS the below keywords for the information that you require as per the table below.

Keyword	Information received
TMF MYCONT	Your loan account number
TMF BAL <<Your loan account number>>	Overdue & Overdue interest
TMF CINFO <<Your loan account number>>	Due date, EMI amount, First EMI date & Last EMI date
TMF BRN <<area pincode>>	List of nearest branches

6. **How can I receive my login id and password? How do I forgot my password?**

Answer: Your user ID is the 10 digit “Customer ID” that you would have received in your welcome kit & through SMS.

If you have not received your password / forgotten the same, you can click on the “Forgot Password” link post logging into www.tmf.co.in. We shall send you the password immediately to your registered

mobile number (*please make sure that your current mobile number is registered with us* (refer Q2 on how to register your current details)

7. What is the basic information that I can access from the Website post logging in successfully?

Answer: You can view the following details 24*7 once you login successfully (i) Loan Account information (ii) Welcome Kit (iii) Statement of Account (iv) Repayment schedule (v) Pre-closure statement (vi) Insurance (vii) Register OR view status of query /complain.

8. How do I change my address? What are the valid KYC documents required for an address change?

Answer: To process your change of address, please provide us with the following documents (self attested)

- (i) Request letter with your complete address with pin code
- (ii) Address Proof & Identification proof (refer Q9 for valid documents)

9. What are the valid KYC & Identification proof (ID) documents?

Answer:

Valid KYC documents: Driving License /Passport / Electricity Bill / Aadhar Card

Valid ID proof documents: Pan Card/Driving License/Passport / Aadhar Card

10. Can I make a cash payment? How much cash can I deposit at a time?

Answer: Yes. You can make a cash payment, however we encourage you to make online payments. Please note that as per Income Tax Act, we will not accept cash more than Rs 1,99,000 in a single day & against a single EMI of your loan account. These limits shall also apply to direct cash deposit into our bank accounts.

11. What are the various ONLINE modes of payment?

Answer: The most convenient way is to transfer funds

- (i) Logon to www.tmf.co.in & click on Quick Pay. Use debit card / Internet banking to pay. Credit will reflect in loan a/c within 24 hrs
- (ii) Transfer funds through Net Banking (refer Q12 on the process)
- (iii) Unified Payment Interface (UPI) - Use mobile app issued by your bank / BHIM; Create own ID. Pay by entering TMF VPA "tmfl@sc"

12. How do I transfer funds through net banking to make my payments?

Answer: Post login to the website of your bank account, you can do a fund transfer through NEFT/RTGS/IMPS towards your loan account with us. Details of our banks are:

Bank Name – Yes Bank	
Beneficiary Name	Tata Motors Finance Ltd
Beneficiary Account number	TMFLTD_____ (10 digit loan account number)
IFSC CODE	YESB0CMSNOC

OR

Bank Name - HDFC Bank Ltd		
Name of the Account	Tata Motors Finance Ltd	Tata Motors Finance Solutions Ltd
Bank Account number	00600310008438	00600310036653
Bank Branch Name	FORT, MANECKJI WADIA BUILDING	FORT, MANECKJI WADIA BUILDING
IFSC CODE	HDFC0000060	HDFC0000060
MICR code (9 Digit number)	4 0 0 2 4 0 0 1 5	4 0 0 2 4 0 0 1 5

Once the payment is made, immediately inform us (Through email/WhatsApp) your loan account number along with Unique Transaction Reference (UTR). Ensure you email / WhatsApp from a registered email ID / mobile number only.

13. How do I access the nearest branch?

Answer: You can access the nearest branch through (i) Login to www.tmf.co.in ⇒ click on “Your Queries” tab ⇒ press the “Click here” link under tab “Visit your nearest Branch” (ii) SMS as per the details given in Q5 using keyword TMF BRN <<area pincode>>

14. How do i receive my NOC post loan maturity and remove the hypothecation of my vehicle?

Answer: Your NOC will be automatically generated post loan maturity & will be sent to your home branch / dealership (*your will receive an SMS on your registered mobile number once NOC is sent to the home branch / dealership*). Please ensure you carry a valid identity proof whilst collecting the same.
Note: *Your NOC will not get generated automatically in case your RC is not updated in our records OR there are dues pending in your contract/s OR any of your group contracts.*

15. What is the procedure to apply for another loan/refer a friend?

Answer: Simply logon to our website www.tmf.co.in & click “Apply” under “Car finance” OR “Commercial vehicle finance”. Alternately, you can also use any of our channels as mentioned in Q1 above.