

## **Frequently Asked Questions (FAQs)**

We have put together an extensive list of questions to help you find the answers to your queries before you feel the need to reach out to us. While we are always available, these answers will help you get a resolution faster.

### **Loan Information:**

Q1. What should I do if I have not received the disbursement amount?

Answer: Write to us with the disbursement related communication and your contact number at [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in). We will investigate and respond back to you.

Q2. What should I do if the disbursement amount is less than what was agreed?

Answer: The mismatch can be due to the processing fee or any insurance related deduction. In case the mismatch is not reconciled then you can write to us on [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative with all the loan details available with you.

Q3. Where can I access my basic loan related information?

Answer: You can refer the welcome letter shared over email at the time of loan application process or write to us on [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative with all the loan details available with you.

Q4. Which all details i will get during loan life cycle?

Answer:

- a) Sanction letter
- b) Statement of Account
- c) Amortization / Repayment Schedule
- d) NOC / NDC Required
- e) Interest Certificate
- f) Welcome Letter

Q5. Which documents do I get once the loan is disbursed?

Answer: Below documents are sent once your loan is disbursed -

- a) Welcome Letter with Repayment Schedule
- b) Agreement copy
- c) Insurance copy (if applicable)

### **EMI/Payment Related**

Q6. What is my EMI amount?

Answer: You can view your EMI amount in your loan agreement, welcome letter or repayment schedule.

Q7. What is my EMI Due date?

Answer: Please refer to the repayment schedule for your EMI due date. It can be on 1st/5th/10th of every month as mentioned in your repayment schedule.

Q8. How can I know whether my EMI is cleared for the current month?

Answer: You will receive a SMS notification on your registered mobile number from Pargro once your EMI is cleared. You can also refer to your latest Statement of Account or Repayment Schedule of your loan account to know the EMI clearance status. Alternatively you can reach us at [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in)

Q9. Why was my account debited for an amount different from EMI?

Answer: EMI amount collected can be less if there is an excess amount to be refunded to you. The EMI amount collected cannot be more than the actual amount unless it is agreed with you.

Q10.Can I change my EMI Due Date?

Answer: No. There is no provision to change the EMI due date.

Q11.Why did my EMI bounce?

Answer: The reason for bounce is mentioned in notification/call shared to your registered mobile number.

Q12.How do I make a payment for my overdue EMI or charges?

Answer: write to us on [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative to know applicable mode of payments available with your loan account.

Q13.How can I change the bank from which my EMI is being debited??

Answer: To change the bank account from which your EMI is debited, you need to send the below documents to us from your registered email address on [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative

- a) Last 6 months bank statement or cancelled cheque clearly showing customer name same as borrower's name, bank a/c number and IFSC code.
- b) Request letter mentioning the reason for swap.

We will review and confirm whether we can change the EMI debit to the new bank.

Q14.How will I know whether my bank participates in NACH?

Answer: Refer the link below for list of banks that are LIVE on ENACH (Electronic)"<https://www.npci.org.in/PDF/nach/live-members-e-mandates/Live-Banks-in-API-E-Mandate.pdf>"

Q15. How would I know if my NACH Mandate form is rejected?

Answer: Your bank will inform you about the same. In case you have not received any communication, please contact your bank.

Q16. How can I know the status of my online payment?

Answer: We will send you an email confirmation once you provide the UTR number and the purpose of payment from your registered email address at [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in).

Q17.Why are there charges applied in my loan account?

Answer: Please refer to the loan agreement document to know about all types of charges that can be levied on your account.

Q18.How can I get a refund of my processing fees?

Answer: The processing fees are non-refundable.

Q19.How can I get a refund of my excess amount?

Answer: You can write to us on [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) together with payment details you made. We will review the same and contact you back with next steps on your registered mobile number.

### **Service related**

Q20. How to change my email address, mobile number or correspondence address?

Answer: Write to us from your registered email address at [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative. We will guide you to get details changed.

Q21.The details reflecting for my loan account in bureau is incorrect. What can I do to rectify it?

Answer: Share the bureau report downloaded from bureau website in PDF format along with the reason for dispute from your registered email address to [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative. We will check and respond. Note that the credit bureau update will happen only in the next month.

Q22.How do I check the status of my pending service request?

Answer: You can write to us from your registered email address to [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative

## **Part Payment and Foreclosure**

Q23.What is the process to make part payment?

Answer: Part payment can be done only via own funds. Balance Transfer Cheques or DD are not allowed. You can initiate a part payment only if your loan is not in Lock in Period. For further assistance write to us from your registered email address to [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative

Q24.How can I foreclose my loan?

Answer: You can foreclose your loan only if it is not in the lock in period. You need to write an email from your registered email address to [customer.support@pargro.co.in](mailto:customer.support@pargro.co.in) or reach out to our sales representative with all the loan details available with you.

Q25.Can I send authorized representative to the branch for part payment or foreclosure of the loan or any payment?

Answer: Yes, the authorized representative should carry an authority letter signed by borrowers along with his/her identification documents for this request.

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