

## 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 2<sup>nd</sup> Saturday)) (iii) Email at [customercare@tmf.co.in](mailto:customercare@tmf.co.in) (iv) Logon to our website [www.tmf.co.in](http://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 \(Mobile number, Email ID\)?](#)

**Answer:** For change in Mobile number / Email ID, please fill the “Customer Request Form” and submit the same at your nearest branch along with 1 valid identity proof. Refer Q9 for the list of valid documents

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](http://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](mailto: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](http://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:** For change in address, please fill the “Customer Request Form” and submit the same at your nearest branch along with 1 Address proof + 1 Identity proof. Refer Q9 for the list of 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](http://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 – Axis Bank		
Beneficiary Name	<b>Tata Motors Finance Ltd</b>	Tata Motors Finance Solutions Ltd
Beneficiary Account number	TMFLTD_____ (10 digit loan account number)	TMFSOL_____ (10 digit loan account number)
IFSC CODE	UTIB0CCH274	UTIB0CCH274

Once the payment is made, credit will reflect in loan a/c within 24 hrs

13. How do I access the nearest branch?

**Answer:** You can access the nearest branch through (i) Login to [www.tmf.co.in](http://www.tmf.co.in) click on “Branch Locator” (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](http://www.tmf.co.in) & click “Check Your Loan Eligibility”. Alternately, you can also use any of our channels as mentioned in Q1 above.