Frequently Asked Questions

**Overview:**

Customer willing to avail the CIBIL credit report, has to undergo an authentication process based on Aadhaar OTP or Biometric. Post successful authentication customer has to submit details as per the prescribed format on screen to validate the availability of credit report in the CIBIL system.

If the report is available with the credit bureau the user will proceed for payment & account creation in the CSC system, to further fetch & download the credit report from the CIBIL system.

**To further proceed with report generation:**

* Check the user information on the screen & validate the same.
* Readout and explain the consent to the customer and agree to the consent to proceed for authentication.
* Hit the Authenticate button to proceed.

**Note** :

1. In case the customer's account has expired after successful authentication, the customer will be redirected to the payment page to proceed with re-payment and generate the CIBIL score.   
   This condition arises only when the customer's account validity has expired or report limit has been exhausted.
2. If CIBIL score is not generated for the customer, that means the credit history is not available with CIBIL and the customer should try again after availing any consumer loan. The charges are subscription based at Rs 200 only and it is valid for 1 year or 12 reports, whichever is early.

**FAQ’s included on our website:**

1. **What is a CIBIL Score?**

CIBIL Score is a 3 digit numeric summary of your credit history, derived by using details found in the ‘Accounts’ and ‘Enquiries’ sections on your CIBIL Report and ranges from 300 to 900. The closer your score is to 900, the higher are the chances of your loan application getting approved.

#### What does a CIBIL Score of ‘NA’ mean?

#### A CIBIL Score of NA signifies one of the below:

#### No new data has been reported on the report for the last 36 months

#### Report contains only enquiries

#### You only have add-on credit cards and have no credit exposure

#### It is important to note that a score of ‘NA’ is not viewed negatively by a lender.

#### What are Major Factors that affect the CIBIL Score?

#### Payment History- Making late payments or defaulting your EMIs or dues (recently or consistently) will negatively impact the score.

* + Multiple enquiries- If you recently been sanctioned multiple loans and credit cards, then lenders will view your application with caution because this behavior indicates your debt burden has increased, which will negatively impact your score.
  + Credit Mix- Having a balanced mix between secured loans (such as Auto, Home loan) and unsecured loans (such as personal loan, credit card) is likely to have more positive score on your score.
  + High credit utilization- An increase in current balance of your credit card indicates repayment burden and may negatively affect the score.
  + Errors in Credit Report: Errors in CIBIL reports such as an incorrect mention of default in repayments, wrongly assigned loans/credit cards, errors in personal information, etc. may adversely affect your CIBIL score. Additionally, incorrect or delayed reporting by banks may also negatively impact your CIBIL score.
  + Lack of Credit History: Your CIBIL score is calculated on the basis of your credit behavior, loan repayment history, credit utilization limit, etc. Absence of credit history negatively affects your CIBIL score. It becomes difficult for the lender to determine the risk category the individual falls into in case he/she has never taken a loan or never had a credit card.

1. **How can I improve my CIBIL Score?**

You can improve your CIBIL Score by maintaining a good credit history, which is essential for loan approvals by lenders. Follow these 6 steps which will help you better your score:

* Always pay your dues on time: Late payments are viewed negatively by lenders.
* Keep your balances low: Always be prudent to not use too much credit, control your utilization.
* Maintain a healthy credit mix: It is better to have a healthy mix of secured (such as home loan, auto loan) and unsecured loans (such as personal loan, credit cards). Too many unsecured loans may be viewed negatively.
* Apply for new credit in moderation: You don’t want to reflect that you are continuously seeking excessive credit; apply for new credit cautiously.
* Monitor your co-signed, guaranteed and joint accounts monthly: In co-signed, guaranteed or jointly held accounts, you are held equally liable for missed payments. Your joint holder’s (or the guaranteed individual) negligence could affect your ability to access credit when you need it.
* Review you credit history frequently throughout the year: Monitor your CIBIL Score and Report regularly to avoid unpleasant surprises in the form of a rejected loan application.

1. **What classifies as a CIBIL Dispute?**

Inaccuracies in CIBIL Report (Individuals) or Company Credit Report (Commercial) are considered as CIBIL Dispute. These can be related to ownership information of the company, personal details, address, contact information, etc. However, information such as account number, member name, enquiry date and control number cannot be rectified by raising a CIBIL Dispute.

#### How do I raise a CIBIL dispute? How much time will it take to resolve the dispute?

Any dispute in the CIBIL Report can be notified by raising a CIBIL dispute resolution request. Individuals can file the same by filling this form- <https://www.cibil.com/dispute/>. Please Note –You can dispute multiple fields and information on your report in a single dispute by navigating to each section on the Online Dispute Form (i.e. Personal, Contact, Employment, Account Details and Enquiry). It may take approximately 30 days to resolve a dispute, subject to the time taken by the Credit Institution to respond.

#### What is CIBIL report?

CIBIL report is a single document which reflects your credit history over a significant period of time. This reports further assist in evaluating the credit worthiness of the individual -. It includes the following information-

* Personal details of an applicant (name, age, gender and address)
* CIBIL score
* Number of enquiries made by potential lenders on receipt of the loan/credit card application
* Record of previous and current loans with payment history
* Any defaults on loan/credit card payment