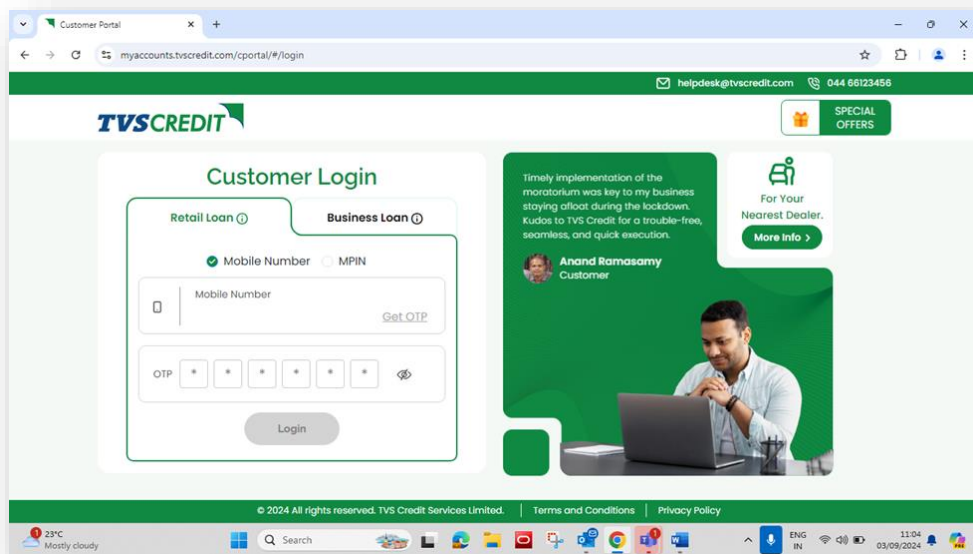
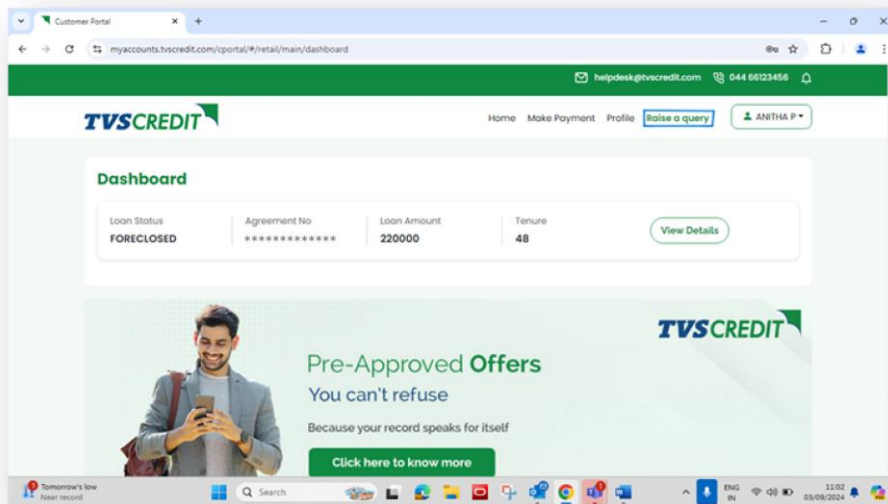


Steps to amend your e-Mandate details

Step 1: Visit tvscredit.com and click on the Login option under which you will find the option for Customer Login. Login to the Customer Portal by entering the registered mobile number and then the OTP which you will receive on your mobile number.



Step 2: Click on Raise a query option (refer top right corner of the page).



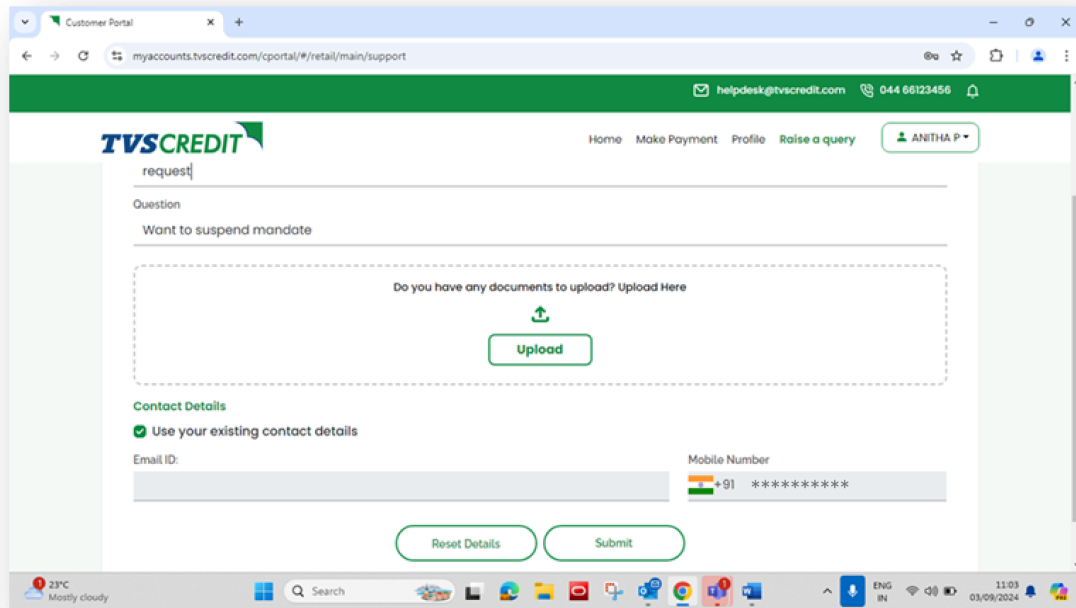
Step 3: Enter your loan Agreement Number.

The screenshot shows the TVSCREDIT support form. The 'Query Details' section includes a text field for 'Agreement Number' containing '*****', a dropdown menu for 'Category' with 'Select Category' selected, and text input fields for 'Subject' and 'Question'. Below these is a dashed box for document uploads with an 'Upload' button. The 'Contact Details' section has a checked option 'Use your existing contact details', an 'Email ID' field, and a 'Mobile Number' field with a dropdown for country code (India) and a field for the number containing '*****'. 'Reset Details' and 'Submit' buttons are at the bottom.

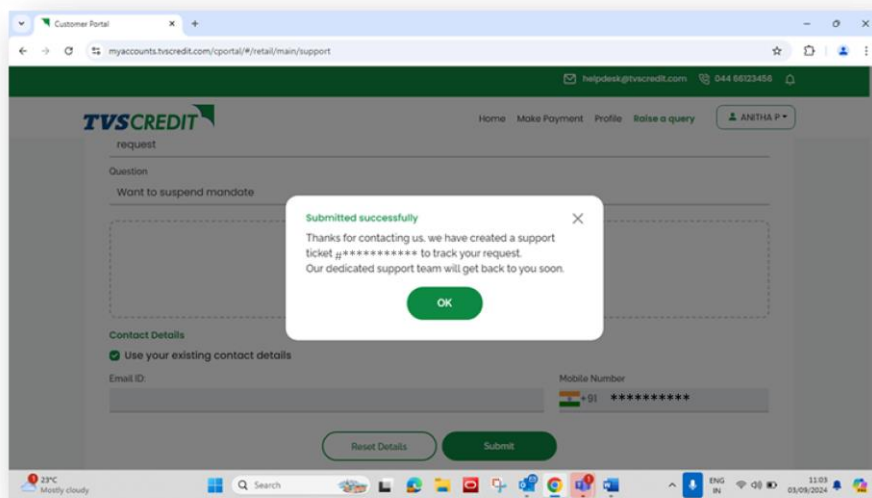
Step 4: In the category dropdown menu, select Amend Mandate option.

This screenshot shows the same support form as in Step 3, but with the 'Category' dropdown menu open. The menu lists several options: 'Phone Number Change request', 'Repayment schedule', 'Return cheque/ memo required', 'SPDC - Balance cheque request', 'Seizure/repo related Enquiry', 'Statement of Account Request', 'Stop Future Presentation /Suspend Mandate / Revoke Mandate', 'Suspicious Calls for collection', 'Swap / Repayment Mode Change / Amend Mandate' (which is highlighted in blue), 'Swapping Enquiry', and 'Vehicle Details Update'. The rest of the form and the 'Submit' button are visible in the background.

Step 5: Under the Question tab/field you can type in your details which you want to amend. You can amend your bank's name, bank account number and your EMI cycle date. Upload any supporting documents, if available.



Step 6: Click on Submit to complete the request



Note: Following the submission of your request, you will receive a ticket number as an acknowledgement. Our team will then reach out to you with further confirmation/details.