

We're here to support you through COVID-19

Dear Partner,

Given these tremendously challenging and unprecedented times, we want to first state that our thoughts are with every family and individual impacted by the ongoing COVID-19 crisis.

Following the recent developments, we have made the decision to close our offices and implement a full work from home policy. The office closures will apply to our Mumbai and Pune offices.

As an organisation, we have been preparing in advance for this scenario and are fully equipped to continue serving your needs, while ensuring the health and safety of our own people and clients. All of the CRIF India team will continue to be fully operational and reachable via their mobile phones and emails. We would also like to assure you that all our services are up and running in order to support your business needs and avoid any unwanted disruptions.

We have designated support staff available over call to support you in case of any concerns or queries. We request you to route your queries to the following numbers in order to get a prompt response.

Team	Type of queries	Contact	1st level of support	Escalation
Portfolio Reports	Any concerns or queries on the output of portfolio reports (scrub)	Telephone numbers	020-6715-7731/7739	020-6715-7725
		E-mail address	prscrubsupport@crifhighmark.com	sashikant.patil@crifhighmark.com
Customer Support	Any concerns or queries or disputes on details provided in credit reports	Telephone numbers	020-6715-7705/7706/7707	020-6715-7795
		E-mail address	customerservice@crifhighmark.com	rosy.mishra@crifhighmark.com
Product Support	Any concerns or queries related to output from any products in production (not related to UAT)	Telephone numbers	020-6715-7778/7796/7797/7798/7799	020-6715-7727
		E-mail address	datainsight@crifhighmark.com	subhankar.mishra@crifhighmark.com
Data Correction	Any queries or concerns for data to be corrected through OLMs	Telephone numbers	020-6715-7720	020-6715-7781
		E-mail address	datacorrection@crifhighmark.com	rajendra.dhome@crifhighmark.com
Data Support	Any concerns or queries on data loading process, files to be uploaded, error logs or DQ reports	Telephone numbers	020-6715-7794/7765/7783 (Comm/Cons/MFI)	020-6715-7781 (Comm/Cons/MFI)
		E-mail address	Data-Support - datasupport@crifhighmark.com MFI-Operations - Mfi_operations@crifhighmark.com	rajendra.dhome@crifhighmark.com
Data Insight	Any concerns or queries on the output of Data Inferences	Telephone numbers	020-67157764	020-67157792
		E-mail address	datainsight@crifhighmark.com	subhankar.mishra@crifhighmark.com