

Some Additional FAQs

Dear Customer,

Thank you for choosing Fullerton India as your financial partner. Given below are a few more additional FAQs containing useful information about EMI payments and Service Connect. To see the complete list, please visit <https://www.fullertonindia.com/contact-us/faqs.aspx> If you have any more queries, please feel free to [contact us](#) via our toll free customer care number. If you prefer the personal touch, you are welcome to [visit us](#) at any of our branches.

Best Regards,

Team Fullerton India

#RishtaSammaanKa

KYONKI DIL AAPKI
NAHI SUNTA,
HUM AAPKI SUNTE HAIN.
#RishtaSammaanKa



Q1. What happens if my EMI due date falls on a bank holiday?

A. If your EMI due date (or any other due date for any amount payable under the terms of your Loan) falls on a day which is a holiday for Fullerton India at the location where the payment is to be made, the immediately next working day shall automatically become the due date for such a payment.

Q2. If I miss paying the EMI, will I be charged anything?

A. Yes, in the event that the EMI is not paid on the corresponding due date, Delayed Payment Charges as specified in the MITC will be charged. Such charges may be varied at the sole and absolute discretion of Fullerton India, from time to time with due intimation to the borrower.

Q3. If there is a delay in payment of EMI, will it impact the Credit history?

A. Yes, any delays in the payment of EMIs are reported to the credit agency.

Q4. How can I make the payment of a bounced EMI?

A. You can make the payment by either visiting your nearest branch or online at

<https://www.fullertonindia.com/pay-online.aspx>

Q5. What is Fullerton India Service Connect?

A. Fullerton India Service Connect is our specially designed customer service portal. You can use this portal to view your loan balance, EMI payment details, update your contact information, or request a top-up loan from the comfort of your home.

Q6. What is Fullerton India mConnect?

A. Fullerton India mConnect is our user friendly, convenient and secure mobile application. It comes with a host of features and benefits that gives you access to your loan account and raise requests at any time, from anywhere.

Q7. How can I login onto Fullerton India Service connect?

A. To register and login on to Fullerton India Service Connect, please visit <http://bit.ly/2hK1YIE>

Q8. How can I login on Fullerton India m-Connect?

A. To register on Fullerton India's m-connect app, please visit <http://bit.ly/2aakkYu>

Q9. How can I update my email ID?

A. We are pleased to inform you that updating your email id is now possible without any documents! To update your email ID, please register on our customer service portal – **Fullerton India Service connect** by visiting <http://bit.ly/2hK1YIE> or our mobile app - **Fullerton India mConnect** by clicking <http://bit.ly/2aakkYu>

Q10. In case my ACH returns unpaid on the EMI cycle date then will it be represented?

A. We request you to keep your account funded before the EMI due date to avoid charges. However, if ACH returns unpaid then to debit the overdue amount, it will be represented to your account multiple times in a month without prior intimation.