



Janasha Finance Private Limited - (Loan Kuber)

Service request turnaround time (TAT) applicable

SR No	Type of Service Request	Servicing TAT
Retail Loans		
1	Statement of account	Within 3 Working Days
2	Loan amortization table / Repayment schedule	Within 3 Working Days
3	List of documents	Within 20 Working Days
4	Loan pre-closure statement	Within 25 Working Days
5	Handover of property papers – Loan closure (after payment amount realization and loan closure) **	Within 25 Working Days from loan closure
6	Loan cancellation - Handover of property papers (after payment of loan cancellation fee)	Within 25 Working Days
7	No due certificate (after payment amount realization and loan closure)	Within 5 Working Days

Note:- For some of the service requests, applicable fee or charge would be payable by customer. Please refer 'Schedule of Charges' for applicable fee or charge payable towards respective service request. This turnaround time schedule is subject to change at company's discretion.

** The release of property papers may also depend on the closure from the co-lender.

Head Office Address – For Customer Service

Janasha Finance Pvt Ltd,
Unit no-305, 3rd floor WTT, Noida Sector-16, U.P

Email Id - customerdesk@loankuber.com

(Please write us at the above email for any service request or any clarification on the process)