

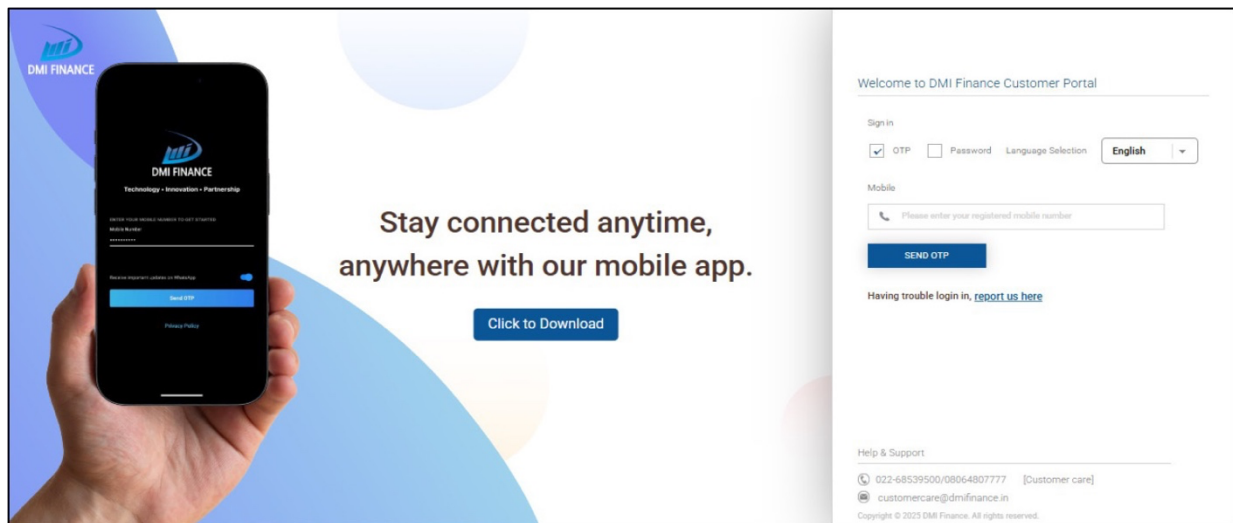
Refund Request Process for Unclaimed Credit Balances



If you have received a notification from DMI Finance via WhatsApp, SMS, or an automated voice call, regarding an excess payment on your closed loan account, or if you have an unclaimed credit balance in your closed loan account with us, you can request a refund by following these simple steps on the DMI Finance Customer Portal:

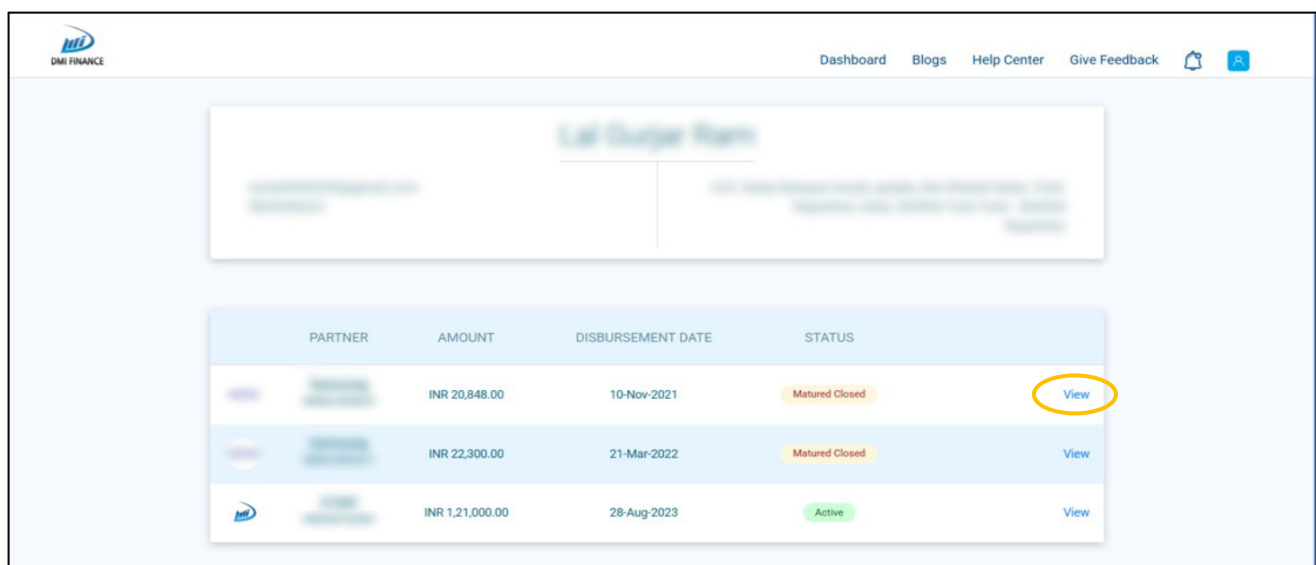
Step 1: Log In to the Customer Portal

- Visit <https://portal.dmifinance.in> in your web browser.
- Log in using the mobile number registered with DMI Finance when you took the loan or the updated number (if any).
- Enter the OTP sent to your registered mobile number to access your account.



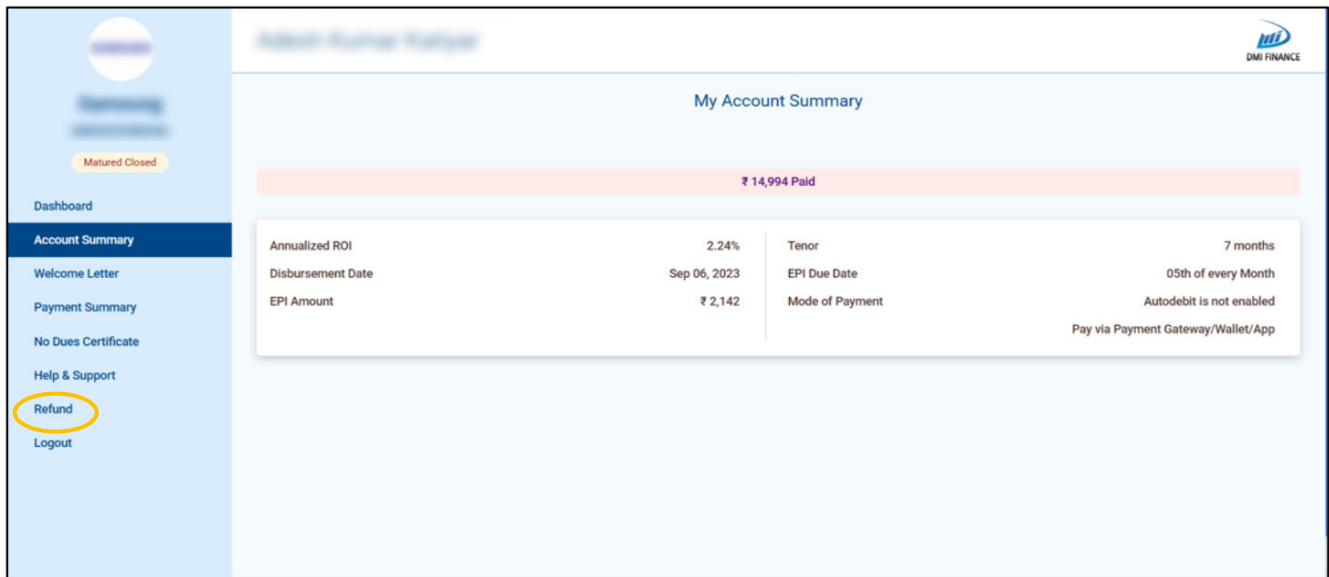
Step 2: Select the Loan Account

- After logging in, you will see a snapshot of all loans availed through DMI Finance Private Limited.
- Select the loan account with the excess amount by clicking on the "View" tab.



Step 3: Access the Refund Option

- On the loan details page, click on the "Refund" tab from the left-side menu.



Note: The "Refund" tab will only be visible if there is an excess amount in your loan account and if the loan is marked as closed in our records. If you do not see the refund option but believe you are eligible, please contact our helpline at **022-68539500 / 080-64807777** or reach out via our chatbot service on the DMI Finance website.

Step 4: Fill in the Refund Form

- Enter the details exactly as provided while applying for the loan.
- If any information does not match, you will have two additional attempts to enter the correct details.

| | |
|---|---|
| Beneficiary Name | |
| <input type="text" value="Enter Here"/> | |
| Aadhar Number | PAN Number |
| <input type="text" value="Enter Here"/> | <input type="text" value="Enter PAN"/> |
| Bank Account Number | Re-Enter Bank Account Number |
| <input type="text" value="Enter Here"/> | <input type="text" value="Enter Here"/> |
| IFSC Code | Bank Name |
| <input type="text" value="Enter Here"/> | <input type="text" value="Enter Here"/> |
| <input type="button" value="Submit"/> | |

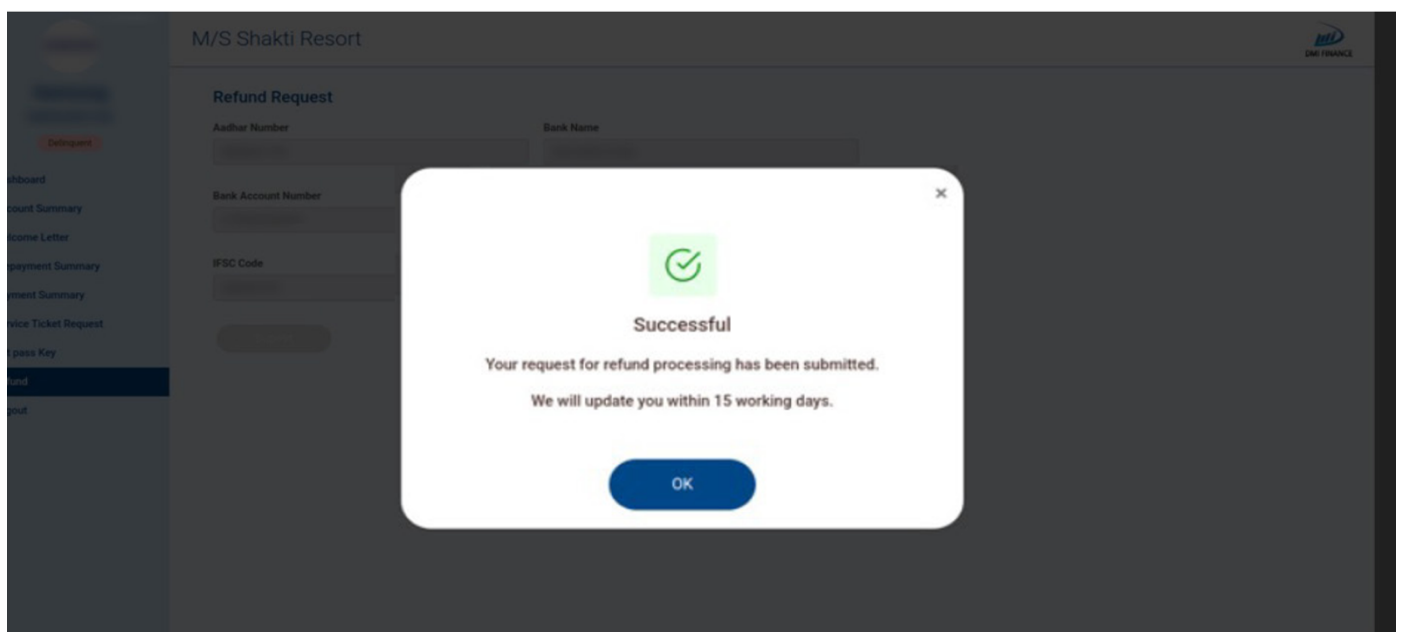
Step 5: Review & Submit the Request

- After filling in the details, click on the "Submit" button.
- Review your information and, if needed, make any changes before confirming by clicking on the "Confirm" button.

The screenshot shows the 'Refund Request' form in the DMI Finance portal. The form is titled 'Refund Request' and includes a warning: 'Check your details carefully. You won't be able to edit this after clicking 'Confirm.''. The form fields are: Beneficiary Name, Aadhar Number, PAN Number, Bank Account Number, Re-Enter Bank Account Number, IFSC Code, and Bank Name. The 'Confirm' button is highlighted with a yellow circle.

Step 6: Confirmation & Processing

- You will receive a confirmation message once your refund request is successfully registered.
- The refund amount will be processed to your shared bank account within 15 days.



For any other refund-related queries, please contact our customer service executive at **022-68539500 / 080-64807777** or email us at customercare@dmifinance.in. Kindly keep your verification details and registered bank account details ready for a smooth process.