

Centralized Portal for Enhanced Loan Tracking and Customer Support

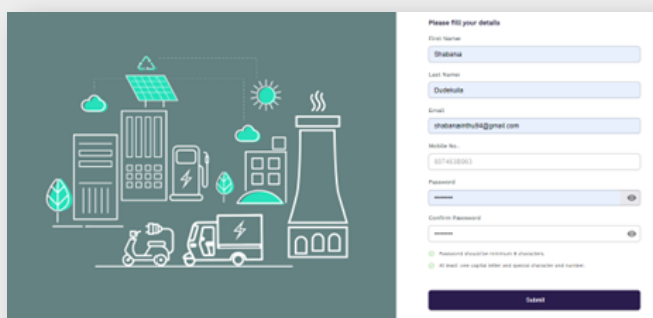
Currently, Loan applications are manually tracked by customers of our client and grievances / complaints/ requests of customers are raised but not tracked properly and TAT was not maintained and type of requests raised by customers were not maintained properly to track by our client.

Skillmine Implementation

Customer portal is the one stop solution for all the customers of our client where they can view their applications(Existing/WIP) and due details of Loan and raise requests for multiple issues and Requests are maintained as categories and track accordingly by maintaining TAT and details of transactions made by customers and get alerts for due payments.

Customer can onboard through customer portal and existing customers can login with password or OTP.

New Customer Registration



Please fill your details

First Name:

Last Name:

Email:

Mobile No.:

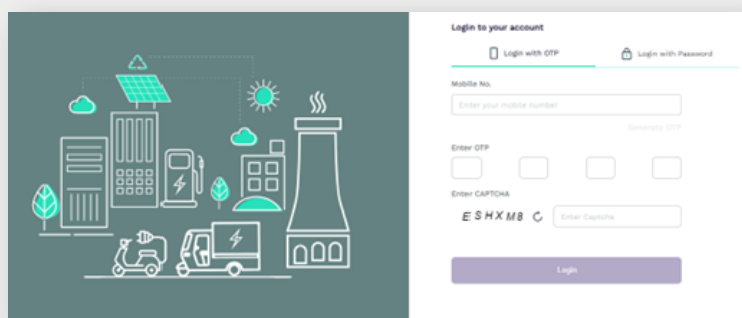
Password:

Confirm Password:

☐ I have read and agree to the terms & conditions

☐ I have read and agree to the privacy policy and terms

Existing Customer Login



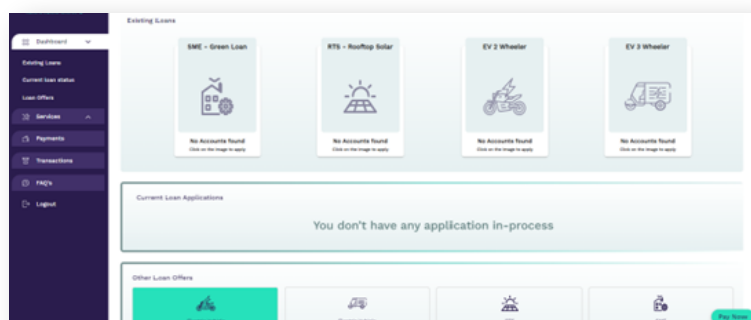
Login to your account

Mobile No.:

Enter OTP:

Enter CAPTCHA:

New customer can see the loan offers and apply for loans for products -EV2 /EV3 wheeler/RTS/SME which will help our client to get new leads.



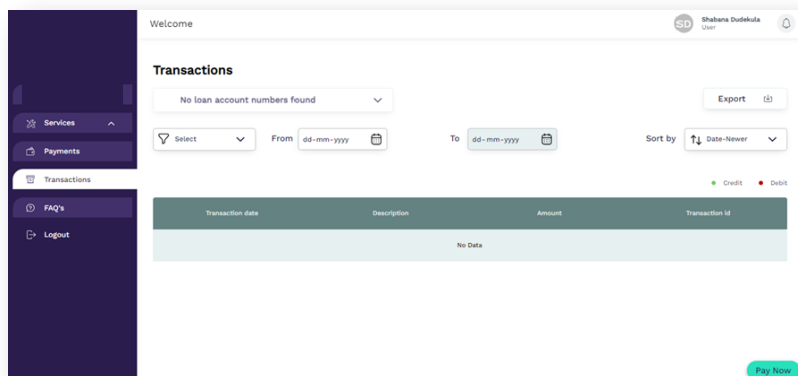
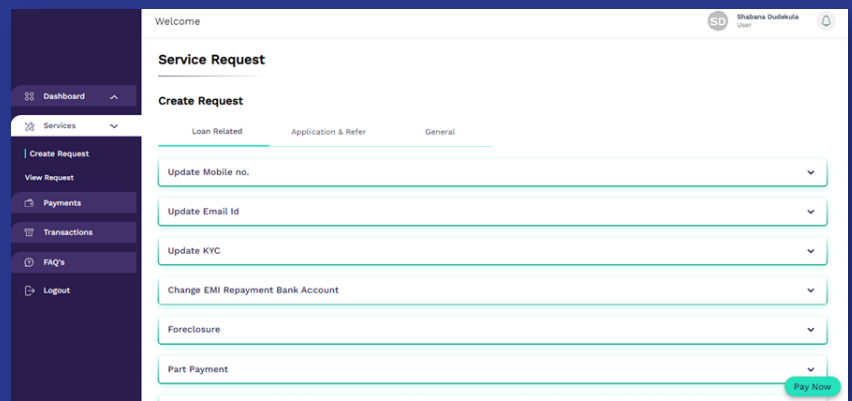
Existing customers can view his:

1. Existing loans-where he get details of his loan application and due emi details and bank details and related documents.
2. WIP loans/Running loan application-Customer can track the application status until it is sanctioned.



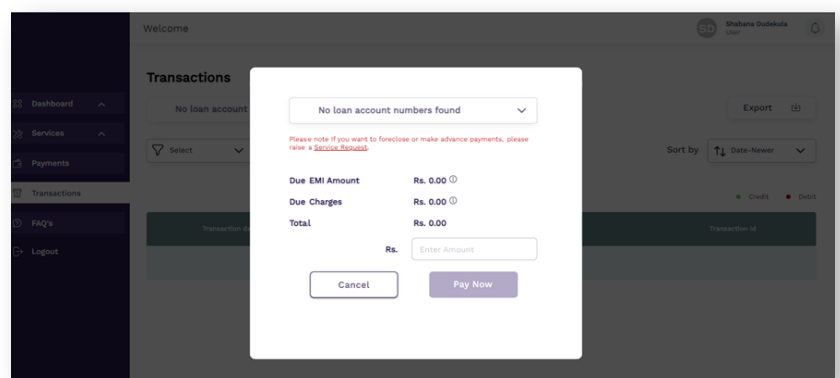
Customers can raise service requests for the following:

- Update mobile number
- Update Email id
- Update KYC details
- Update Repayment bank account details
- Part payment
- Foreclosure
- Disbursement
- Grievances
- Other Loans
- Complaints
- Refer
- FAQs



Customer can view the transactions details for particular loan.

Pay now button is given in all pages so that customer can make payments from any page.



Admin Portal

Our client can update the banners and view requests raised by customers and set the days for notification to trigger and check the transactions of customers by using mobile number.

Benefits

- Segregating the requests based on categories helps the our clients to address based on priorities.
- Generates New leads for our client as customer can raise request based on loan offers which we display through portal.
- Banners to show loan offers can be updated through admin portal.
- Due EMI details for each loan and payments for same can be done.
- Notifications for Due EMI amount will be sent, and our client can set the prior days for sending the notification through admin portal.
- Transactions (all the details) can be checked in Portal itself by the customer.
- Track the loan application progress.
- Internal employee can view all the service requests through admin portal and resolve it in TAT.
- Pay now button will be appeared in all pages for ease of access to pay the emi amount.
- Helps in updating mobile number /email id/Kyc/repayment bank account by raising service request and track the status of the service request in portal.

For more information
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