



## **What are the benefits of using TATA CAPITAL Retail Customer Portal?**

Access to customer Portal is like having access to the branch at any time and being able to get the banking services at your computer. With TATA CAPITAL Customer Portal, you can view all the transactions in your loan accounts. You save a lot of time by being able to check from home or office, at your convenience. All that you require is a connection to the Internet.

## **How do I access TATA CAPITAL Retail Customer Portal?**

You can access customer portal by visiting [www.tatacapital.com](http://www.tatacapital.com) > Login > Retail Customer Portal. You need to have an Active account with TATA CAPITAL. All customers of TATA CAPITAL get User Id (Customer ID) and password in welcome letter. Alternatively, you can also login using your registered Mobile Number and E-Mail Id.

## **I cannot find User Id sent to me? How do I login?**

No worries! You can login using your Mobile Number or E-Mail ID. One Time Password (OTP) shall be sent on the registered mobile number and E-Mail Id for authentication. Once authenticated you will be logged in to Retail customer Portal

## **Why do I have to for force change my password?**

Since the initial password is created by system it to mandatory change the password on first login. Passwords can be changed any time and any number of times. In fact we recommend that your password should be changed periodically to secure access to your account information.

## **What is the preferred password logic?**

There is no preferred password logic. However, we suggest you to keep password As strong password as possible, frequently change the password, not share the password with anyone, including TATA CAPITAL employees / representatives. Your Password must contain:

1. At least one uppercase letter (Alphabets –A to Z )
2. At least one numeric Value.

## What are the good practices for creating a password?

- ✓ You are requested to select a word that is not available in an English Dictionary and is not easily guessable.
- ✓ Do not assign your name, your family or vehicle number as your password as it can be easily guessed.

## I forgot my login password?

Click on the '**Forgot password**' link on the login page and provide the requested information. You can instantly create a new password online.

## I forgot my User Id?

Click on the '**Forgot User Id**' link in the site and provide the requested information. You will be able to retrieve your user Id online.

## What services are available in Retail Customer Portal?

Below list of services are available once logged in to customer Portal

- Consolidated view of all linked Products
- View / Download Account Statement
- View / Download Provisional IT Certificate
- View / Download Final IT Certificate
- View / Download Repayment Schedule
- View / Download Welcome Letter
- Raise Service Request
- Track Status of Service Request
- Pre-Approved Offers for you
- Tools and calculators
- Option to pay overdue EMI
- Apply for new Products

**And much more....**

**Which browsers are compatible with TATA CAPITAL Customer Portal?**

The following browsers are compatible with TATA CAPITAL Customer Portal:

Browser	<ul style="list-style-type: none"><li>• Internet Explorer Version 10 &amp; above</li><li>• Mozilla Firefox version 41 &amp; above</li><li>• Google Chrome version 45 &amp; above</li></ul>
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