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 <u>https://portal.dmifinance.in</u> 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.

	Welcome to DMI Finance Customer Portal Bgnin OTP Password Language Selection English + Mobile
Stay connected anytime,	Please enter your registered mobile number SEND OTP
anywhere with our mobile app.	Having trouble login in, report us here
Click to Download	
	Help & Support
	O22-68539500/08064807777 [Customer care] Customercare@dmlfmance.in Copyright 0 2025 DMI Finance. All rights reserved.

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.

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	P	ARTNER	AMOUNT	DISBURSEMENT DATE	STATUS		
			INR 20,848.00	10-Nov-2021	Matured Closed	View	
			INR 22,300.00	21-Mar-2022	Matured Closed	View	
			INR 1,21,000.00	28-Aug-2023	Active	View	



Step 3: Access the Refund Option

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

	Adeal: Kumar Kaliper			DM FINANCE
		Му Ассо	unt Summary	
Matured Closed		₹14	,994 Paid	
Dashboard				
Account Summary	Annualized ROI	2.24%	Tenor	7 months
Welcome Letter	Disbursement Date	Sep 06, 2023	EPI Due Date	05th of every Month
Payment Summary	EPI Amount	₹ 2,142	Mode of Payment	Autodebit is not enabled
No Dues Certificate				Pay via Payment Gateway/Wallet/App
Help & Support				
Refund				
Logout				

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.

-			DMI FINANCE	
_	Refund Request Beneficiary Name			
Matured Closed	Enter Here			
Account Summary	Aadhar Number	PAN Number		
Welcome Letter Payment Summary	Enter Here	Enter PAN		
No Dues Certificate Service Ticket Request	Bank Account Number	Re-Enter Bank Account Number		
Refund	Enter Here	Enter Here		
Logout	IFSC Code	Bank Name		
	Enter Here	Enter Here		
	Submit			



- 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.

-	Refund Request		DMI FINANCE
Matured Closed	Check your details carefully. You won't be able to edit this Beneficiary Name	after clicking 'Confirm.'	
Dashboard			
Account Summary Welcome Letter Payment Summary	Aadhar Number	PAN Number	
No Dues Certificate Service Ticket Request	Bank Account Number	Re-Enter Bank Account Number	
Logout	IFSC Code	Bank Name	
	Confirm Edit		

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.

	M/S Shakti Resort		DMI FINANCE
Delingent	Refund Request Asther Number	Bank Name	
count Summary nome Letter payment Summary ment Summary vice Ticket Request	IFSC Code	Successful	
t pass Key land ghut		Your request for refund processing has been submitted. We will update you within 15 working days.	
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For any other refund-related queries, please contact our customer service executive at **022-68539500 / 080-64807777** or email us at <u>customercare@dmifinance.in</u>. Kindly keep your verification details and registered bank account details ready for a smooth process.