



Kotak Mahindra Prime Complaint Resolution Turn Around Time

COMPLAINTS TYPE	Turn Around Time
Regulatory Related Complaints	10 working days
Collections related	10 working days
Sales related	7 working days
TDS Related	5 working days
RC Book Related	5 working days
EMI Related Details	5 working days
Insurance Product-CLI Related	5 working days
Penal Charges related	5 working days
Repayment schedule return	5 working days
Flat Cancellation	5 working days
Cibil Related	5 working days
PDC/ECS conversion	5 working days
LPG NOC charges related	5 working days
Statement Charges related	5 working days
NOC not received	5 working days
NOC not processed	5 working days
Foreclosure PDC related	5 working days
Flat cancelled PDCs related	5 working days
Refund not processed	5 working days
Wrong details in refund cheque	5 working days
Refund not received	5 working days
Balance PDC return post swap	5 working days
Agreement not dispatched	5 working days
Delay in disbursement related	5 working days
Scheme related	5 working days
Repayment schedule not received	5 working days
PDC / ECS Swap	5 working days
Others_KMPL	5 working days
Incorrect Details In NOC	5 working days
Incorrect Details -Welcome Kit	5 working days
Marking DNC	5 working days
Balance Confirmation	5 working days