

Logo of LSP		Logo of DLA
		
Name of LSP		1.True Credits Private Limited 2. Balancehero India Private Limited
Name of the DLA	Available on	Link to DLA
TrueBalance-Personal Loan, UPI	Google Play Store	https://play.google.com/store/apps/details?id=com.balancehero.truebalance
TrueBalance-Personal Loan, UPI	Mi App Store	https://global.app.mi.com/details?lo=IN&la=en_US&id=com.balancehero.truebalance
TrueBalance-Personal Loan, UPI	Huawei App Gallery	https://appgallery.huawei.com/app/C101648675
TrueBalance-Personal Loan, UPI	Samsung Gallery Store	https://galaxystore.samsung.com/detail/com.balan.cehero.truebalance
TrueBalance-Personal Loan, UPI	Indus App Store	https://www.indusappstore.com/apps/finance/true-balance/com.balancehero.truebalance?page=details&id=com.balancehero.truebalance
Name of the owner of the DLA		Balancehero India Private Limited
Type of Product Offered		Personal Loan
Address of LSP		True Credits Private Limited True Credits Pvt. Ltd. Huda City Centre Metro Station, 5th floor, sector - 29, Gurgaon, Haryana 122001, India Balancehero India Private Limited Balancehero India Pvt. Ltd., Huda City Centre Metro Station, 5th floor, sector - 29, Gurgaon, Haryana 122001, India
Details of activities the LSP&/ DLA has been engaged		1. Customer Acquisition 2. Services incidental to underwriting and pricing, 3. Servicing 4. Monitoring

	5. Recovery of specific loan or loan portfolio
Link to Storage Policy of LSP	True Credits Private Limited https://www.truecredits.in/privacy-policy Balancehero India Private Limited Privacy Policy T&C True Balance
Link to Privacy Policy of LSP	True Credits Private Limited https://www.truecredits.in/privacy-policy Balancehero India Private Limited Privacy Policy T&C True Balance
LSP Grievance Redressal Officer Name and contact details	True Credits Private Limited Mr. Nikhil Niranjana Grievance Redressal Officer (GRO) Email Id: grievance@truecredits.in Contact No.: +91 7428196828 (Monday to Friday except Public Holidays; Timing: 9:30 AM to 6:00 PM) Address: 5th Floor, Huda City Centre Metro Station, Sector - 29, Gurugram, Haryana – 122001 Balancehero India Private Limited Anjali Kapoor Customer Grievance Nodal Officer Email: terms@balancehero.com Contact No. 7428196828 (Timing : 9:30 AM to 6:00 PM) Address: Balancehero India Pvt. Ltd., Huda City Centre Metro Station, 5th floor, sector - 29, Gurgaon, Haryana 122001, India
Grievance Redressal Mechanism of LSP	True Credits https://www.truecredits.in/client-grievance-redressal-policy Balancehero India Private Limited https://www.truebalance.io/terms-and-conditions/grievance-policy