Frequently Asked Question

1. Do I need to register?

No, after first disbursement your registration is done automatically.

2. What is the user ID and password if automatic registration is done?

You can use your CIFID as user id and with default password as First letters of Primary applicant in Capital followed by DOB/DOI in DDMMYYYY format. User has to change the password after first successful login.

3. My registered mobile number appeared is not correct?

Please contact your home branch for rectification/updating of your registered information.

4. How do I know that I'm already registered or not?

All user are registered automatically. Please try forgot user ID option or try to login with the default credential as mentioned above.

5. For new user registration, if the loan is having multiple applicants whose date of birth should be entered?

You need to provide date of birth of primary applicant.

6. What should you do in case you forgot your password?

- Click on forgot password.
- Enter user name, loan number & date of birth.
- One time password will be sent to your registered mobile and email id.
- Enter the code to verify account and submit.
- Now login with the credentials sent on email and mobile.

7. What should you do in case you forgot your user id?

- Click on forgot password.
- Enter user name, loan number & date of birth.
- One time password will be sent to your registered mobile and email id.
- Enter the code to verify account and submit.
- Now login with the credentials sent on email and mobile.

8. What is the password policy?

Password must contain minimum 1 letter,1 special character,1 number.Password should be have min 8 to max 20 characters.

9. When customer has multiple loan accounts, from which account he should login?

When customer is having multiple loans, all the loans are merged under one login. In case customer does not find all his loan accounts under one login ,he can send us a request at pay_online@lichousing.com to merge his accounts or try forgot username and password to get the credentials of loan account which is not merged.