CapitalBox – Client Support Request Form

Field	Details
Full Name	_____
Mobile Number	_____
WhatsApp Number (if different)	_____
Email ID	_____
City & State	_____

2. Type of Support Needed

(Tick all that apply)

Loan & Application Issues	Technical / Portal Issues	Service / Complaint Issues
☐ Loan Status Not Updated	☐ Document Upload Failure	☐ Repeated Follow-up Ignored
☐ Loan Amount Discrepancy	☐ KYC Not Verified	☐ Misbehavior by Field Agent
☐ Application Rejected Unfairly	☐ Aadhaar / PAN Error	☐ Miscommitment by Consultant
☐ Bank Statement Issue	☐ Mobile OTP Not Working	☐ Delay in Callback or Support
☐ Loan Sent to Wrong Lender	☐ Email Verification Delayed	☐ Referral Commission Not Paid
☐ Wrong Loan Type Filed	☐ eSign Not Working	☐ Complaint Against DSA/Partner
☐ Request for Application Cancellation	☐ CRM Dashboard Error	☐ Refund Not Processed
	☐ Technical Glitch in	

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☐ Duplicate Case Submission Portal/App ☐ Extra Fees Charged

☐ No Response from Backend Team ☐ Payment Failed Online ☐ Misuse of Personal Data

☐ Request to Update Contact Details ☐ Need Offline Visit ☐ Other (Specify): _____

3. Brief Description of the Issue

(Write in 3–5 lines)

_____
_____
_____

Consent & Declaration

I confirm that the above information is true to my knowledge and submitted voluntarily. I understand that **CapitalBox** is a consultancy platform and not a bank, NBFC, government office, or loan agency. I authorize CapitalBox to contact me regarding this support request.

6. Signature Section

Signature of Client	Date
_____	___ / ___ / 20___