

Revision history :

Issue date	Version no.	Clause revised
07 Aug 2019	1.0	First issue
03 Dec 2020	1.1	Revision in the address of Customer Care

As per Income Tax Act you are liable to deduct TDS on interest or Fees debited to your account or paid by you. The process is explained below:

- The rate of TDS is applicable as per the rates notified by Income Tax Authorities. The current rate of TDS applicable on Interest is 10%. In case of any lower rate of TDS as approved by Income Tax Authority, exclusively for NeoGrowth Credit Private Limited ('NeoGrowth'), we will notify you in due course of time.
- The TDS deducted should be paid to the government account on behalf of NeoGrowth Credit Private Limited.
- As per the prevailing Income Tax rules, you are liable to file your TDS returns on a quarterly basis listing all TDS deducted on behalf of NeoGrowth Credit Private Limited.
- Please quote NeoGrowth Credit Private Limited PAN number **AABCB0266D**.
- Please submit TDS certificate in the manner specified as per Income Tax Act. You can download the TDS certificate from TRACES site after TDS return is filed.
- The TDS refund claim shall be submitted to NeoGrowth Credit Private Limited by following dates:
 - ▲ On or before 30th September for the quarter ending on June 30th
 - ▲ On or before 31st December for the quarter ending on September 30th
 - ▲ On or before 31st March for the quarter ending on December 31st
 - ▲ On or before 31st July for the quarter ending on March 31st

In the event of non-adherence to the above-mentioned timelines, NeoGrowth is not obligated to make the TDS refund.

- You can simply claim your TDS refund by uploading digitally signed TDS certificate on the Merchant Portal. Follow below steps to upload TDS certificate.
 - Click on <https://my.neogrowth.in/>
 - Login with their registered mobile number & OTP received
 - Select the TDS Refunds tab
 - Select app id and quarter and fill the details like TAN no, Interest/Fees amount, Tax amount etc.
 - Upload digitally signed TDS certificate
 - Service request SMS notification will be sent to you.

- In case the certificate is not digitally signed then manually signed original hard copies of your **TDS certificate mentioning service request number should reach within 3 days on the below mentioned address:**

Customer Care Department – TDS Cell
349, Business Point,
7th Floor, Unit No : 702,703,704 & 705,
CTS no. 349, Village Gundavali,
Western Express Highway, Andheri East, Mumbai, Maharashtra -
400069

Note : In case of non-receipt of TDS certificate within 3 days the request stands cancelled, and fresh claim needs to be logged in.

- Upon receipt of original TDS certificate & credit reflecting in 26AS, we will pass the credit to merchant bank account registered with us.
- In case NeoGrowth Credit Private Limited has not received the credit in 26AS we will not be able to give credit to your account. We will send you intimation accordingly. You need to check TRACES site to identify the reason for NeoGrowth Credit Private Limited not receiving the credit & take corrective action.
- We would require below documents for processing in case of change in Bank details and manually signed TDS certificates:
 - a) Original cancelled cheque (Name and account number should be clearly mentioned)
 - b) Original Form 16 A where certificate is not digitally signed (with stamp in case of proprietorship/company/firm)

Note: As per Income Tax Act we can claim the TDS certificate only if the credit is received in beneficiaries 26AS, hence we can give credit only if NeoGrowth Credit Private Limited has received the credit. Please ensure that you file your quarterly TDS returns correctly. Kindly give us 15 working days to process the TDS refund request. Amount will be refunded to bank details registered with NeoGrowth Credit Private Limited.

Please feel free to contact us for any queries or clarification on 18004195565 / 9820655655. We will be glad to assist you.