

List of Outsourced Service Providers (excluding Collection vendors) having Customer Interface as on 1st September 2021
List of Collection vendors are provided separately under 'Under Key policies and commitments'

S. No.	Supplier Name	Sub-Category	BSR Site City
1	A B CONSULTANTS	DIRECT SALES/PERSONAL SELLING NON PHONE	KOLKATA
2	ABHISHEK PRAKASH DBA CITIWATCH SERVICES	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	JAIPUR
3	ACE EQUITY SOLUTIONS PVT LTD	DIRECT SALES/PERSONAL SELLING NON PHONE	GURGAON, NEW DELHI
4	ADROIT CORPORATE SERVICES PRIVATE LIMITED	PAYMENT TRANSACTION PROCESSING	MUMBAI
5	AGILE HRM SERVICES	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	HYDERABAD
6	AIM ADVISORY SERVICES PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	NEW DELHI
7	ANDROMEDA SALES AND DISTRIBUTION FKA ANDROMEDA MKT	DIRECT SALES/TELESALES TELEMARKETING	BANGALORE, CHANDIGARH, CHENNAI, HYDERABAD, JAIPUR, KOLKATA, MUMBAI, NEW DELHI, PUNE, PUNJAB
8	ARCHI AGENCY	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	AHMEDABAD
9	ARCIS E SVCS PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	CHANDIGARH, NEW DELHI
10	ATHENA BPO PRIVATE LIMITED FKA ANDROMEDA BPO	DIRECT SALES/TELESALES TELEMARKETING	MUMBAI
11	AVON FINSERVE PVT LIMITED FKA AVON FINANCIAL	DIRECT SALES/TELESALES TELEMARKETING	AHMEDABAD
12	AVON GLOBAL SOLUTIONS PVT LTD	OUTSOURCED OPERATIONS TRANSACTIONAL PRINT & CUSTOMER COMMUNICATIONS	CHENNAI
13	AVON INC	DIRECT SALES/PERSONAL SELLING NON PHONE	AHMEDABAD, KATARGAM
14	AVOSYS INDIA PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	NEW DELHI
15	BENCHMARK CONSULTANTS	PAYMENT TRANSACTION PROCESSING	COIMBATORE, COCHIN
16	BENCHMARK SERVICES	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	COIMBATORE
17	BRINKS INDIA PVT LTD	CASH MANAGEMENT SVS/CASH TRANSIT	MUMBAI
18	CAPITAL CORP	DIRECT SALES/PERSONAL SELLING NON PHONE	BANGALORE
19	CARDS ACCEPTANCE SERVICES	DIRECT SALES/TELESALES TELEMARKETING	KOLKATA
20	CMS INFO SYSTEMS LIMITED	CARD PRODUCTION PERSONALIZATION & ISSUE CASH MANAGEMENT SVS/CASH TRANSIT	MUMBAI AHMEDABAD, AURANGABAD, BANGALORE, BARODA, CHENNAI, COIMBATORE, KOCHI, KOLKATA, LUCKNOW, MUMBAI, NAGPUR, NASIK, NEW DELHI, PUNE, SURAT, THANE
21	COMFORT MARKETING	DIRECT SALES/TELESALES TELEMARKETING	MUMBAI
22	CONCENTRIX CORPORATION	CUSTOMER SERVICE/CALL CENTER - CUSTOMER CARE	BANGALORE
23	COVERT MANAGEMENT SERVICES PVT LTD	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	BANGALORE
24	CREATIVE NETWORKS	DIRECT SALES/TELESALES TELEMARKETING	BANGALORE
25	DI MANAGEMENT INTERNATIONAL SERVICES PVT LTD	PAYMENT TRANSACTION PROCESSING	NEW DELHI
26	DIRECT ACCESS (INDIA) PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	MUMBAI, NEW DELHI
27	ECLAT MANAGEMENT SERVICES	DIRECT SALES/TELESALES TELEMARKETING	CHANDIGARH
28	EVERYDAY BANKING SOLUTION	DIRECT SALES/TELESALES TELEMARKETING	BANGALORE, CHENNAI, COIMBATORE
29	FENIL FINANCIAL	DIRECT SALES/TELESALES TELEMARKETING	AHMEDABAD
30	FINBROS MARKETING	DIRECT SALES/TELESALES TELEMARKETING	MUMBAI
31	FINBUD FINANCIAL SERVICES PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	BANGALORE
32	FINWIZZ MANAGEMENT CONSULTANTS PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	CHENNAI, HYDERABAD, KOLKATA, MUMBAI, NEW DELHI
33	GARUDA MARKETING AND SERVICES PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	AHMEDABAD, BARODA
34	GHOSH KHANNA AND CO (GKC)	LENDING SVS/FULL LENDING SERVICES	NEW DELHI
35	GLOBAL VISION CORPORATE SERVICES PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	JAIPUR
36	GUPTA AND SHARMA	OUTSOURCED OPERATIONS	CHENNAI
37	IDEAL FINANCE MANAGEMENT	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	MUMBAI
38	INFOMAX MANAGEMENT SERVICES INDIA PVT LTD	PAYMENT TRANSACTION PROCESSING	DELHI, NEW DELHI, LUCKNOW, CHANDIGARH
39	INDIAIDEAS COM LTD DBA BILLDESK	PAYMENT TRANSACTION PROCESSING	MUMBAI
40	KS AND WD ASSOCIATES	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	NEW DELHI
41	M/S PLATINUM CREDIT SOLUTIONS	DIRECT SALES/TELESALES TELEMARKETING	CHANDIGARH
42	M/S VERTEX	DIRECT SALES/PERSONAL SELLING NON PHONE	PUNE
43	MEDALLIA INC	BUSINESS APPLICATIONS	PALO ALTO, SANTA CLARA, ENGLEWOOD, SAN MATEO
44	MINC BILLBOX PVT LTD	PAYMENT TRANSACTION PROCESSING	MUMBAI
45	MMC INFOTECH SERVICES PVT LTD	CUSTOMER SERVICE/CALL CENTER - CUSTOMER CARE DIRECT SALES/TELESALES TELEMARKETING LENDING SVS/LOAN CLOSING SERVICES	CHENNAI
46	MS FINSOL MARKETING PVT LTD	DIRECT SALES/TELESALES TELEMARKETING	MUMBAI, PUNE
47	MOON INFOTECH	PAYMENT TRANSACTION PROCESSING	KOLKATA
48	N S ADVISORY SERVICES PVT LTD	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	KOLKATA
49	NOVEL FINANCIAL SOLUTIONS PVT LTD	DIRECT SALES/PERSONAL SELLING NON PHONE	NASIK
50	OM INNOVATION CALL SERVICES PRIVATE LIMITED	DIRECT SALES/TELESALES TELEMARKETING	KOLKATA, NEW DELHI
51	PAMAC FINSERVE PVT LTD	LENDING SVS/FULL LENDING SERVICES LENDING SVS/LOAN CLOSING SERVICES	AHMEDABAD, AMBALA CANTT, KOLKATA AHMEDABAD, CHENNAI, HYDERABAD, MUMBAI, PUNE
52	PANTHEON DATA SERVICES PVT LTD	PAYMENT TRANSACTION PROCESSING	KOLKATA
53	PLATINUM SMART TECH INDIA PRIVATE LIMITED	DIRECT SALES/TELESALES TELEMARKETING	PUNE
54	PRA ASSOCIATES	CONSULTING/SPECIALIST CONSULTING	CHANDIGARH
55	PRIMEONE WORKFORCE PVT LTD	DIRECT SALES/PERSONAL SELLING NON PHONE	BHOPAL
56	RAAJ KHOSLA AND CO PRIVATE LIMITED	DIRECT SALES/TELESALES TELEMARKETING	AHMEDABAD, BANGALORE, CHANDIGARH, CHENNAI, KOLKATA, MUMBAI, NEW DELHI, PUNE
57	RADIANT CASH MANAGEMENT SERVICES LTD	CASH MANAGEMENT SVS/CASH TRANSIT	CHENNAI
58	RAPID INVESTIGATION SERVICES	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	ZIRAKPUR
59	RELIABLE DATA SERVICES PVT LTD	PAYMENT TRANSACTION PROCESSING	KOLKATA, NEW DELHI
60	SAKAR MANAGEMENT CONSULTANTS PVT LTD	LENDING SVS/FULL LENDING SERVICES	NAVRANGPURA
61	SECURITRANS INDIA PVT LTD	CASH MANAGEMENT SVS/CASH TRANSIT	CHANDIGARH, JAIPUR, MUMBAI, NEW DELHI, SECUNDERABAD
62	SHAH AND GARG	DIRECT SALES/TELESALES TELEMARKETING LENDING SVS/LOAN CLOSING SERVICES	JAIPUR
63	SHARP STREAK	LENDING SVS/LOAN ORIGINATION	COIMBATORE
64	SHIVA AND CO	DIRECT SALES/TELESALES TELEMARKETING	CHENNAI
65	SLICK SOLUTIONS	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	CHENNAI
66	SPECTRA CONSULTANCY SERVICES	DIRECT SALES/PERSONAL SELLING NON PHONE	BANGALORE, HYDERABAD
67	SRI SAI BALAJI ASSOCIATES FKA SRI VENSAL ASSOCIATE	DIRECT SALES/TELESALES TELEMARKETING	HYDERABAD
68	STARPOWERZ HUMAN RESOURCES FKA AR ASSOCIATES	DIRECT SALES/TELESALES TELEMARKETING	CHENNAI, HYDERABAD
69	SUDARSANAM AND ASSOCIATES	DIRECT SALES/TELESALES TELEMARKETING	CHENNAI
70	SURVIN INDIA PVT LTD	DIRECT SALES/TELESALES TELEMARKETING FRAUD & RISK MANAGEMENT/KNOW YOUR CUSTOMER	NEW DELHI
71	SYKES GLOBAL SERVICES	CUSTOMER SERVICE/CALL CENTER - CUSTOMER CARE	MANDALUYONG CITY
72	TATA CONSULTANCY SERVICES LTD (TCS)	OUTSOURCED OPERATIONS PAYMENT TRANSACTION PROCESSING	CHENNAI, GURGAON, MUMBAI CHENNAI, GURGAON, KOLKATA, MUMBAI
73	TELEMATRIX CONSULTANTS PVT LTD	DIRECT SALES/PERSONAL SELLING NON PHONE	MUMBAI
74	TELEPERFORMANCE GBL SPL FKA INTELENET BUSS SVCS	PAYMENT TRANSACTION PROCESSING	AHMEDABAD, BANGALORE, CHENNAI, GURGAON, HYDERABAD, KOLKATA, MUMBAI, PUNE
75	TITAN CORPORATES SOLUTIONS	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	NEW DELHI
76	TS MAHALINGAM FINANCIAL SERVICES	DIRECT SALES/PERSONAL SELLING NON PHONE	CHENNAI, HYDERABAD
77	UNIQUE CREDIT CONSULTANCY SERVICES	FRAUD & RISK MANAGEMENT/FRAUD MANAGEMENT	PUNE

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78	VAITHISVARAN AND CO LLP	DIRECT SALES/TELESALES TELEMARKETING	BANGALORE, CHENNAI, HYDERABAD
		LENDING SVS/FULL LENDING SERVICES	BANGALORE, HYDERABAD
79	VEERARAGHAVAN AND CO	DIRECT SALES/TELESALES TELEMARKETING	MUMBAI
		LENDING SVS/FULL LENDING SERVICES	MUMBAI, PUNE
80	VYBHAVS	DIRECT SALES/PERSONAL SELLING NON PHONE	CHENNAI, COIMBATORE
81	WIZARD CORPORATE CONSULTANTS PVT LTD	PAYMENT TRANSACTION PROCESSING	KOLKATA
82	CITIBANK N.A.	FATCA TAX FORM VALIDATION	DELAWARE
83	CITIBANK N.A. ROHQ	CLIENT ONBOARDING AS PER CITI INTERNAL REQUIREMENTS	MANILA
84	CITIBANK N.A. SINGAPORE	MAINTENANCE OF LEGAL DOCUMENTS	SINGAPORE
		CLIENT ONBOARDING AS PER CITI INTERNAL REQUIREMENTS	
85	CITICORP FINANCE (INDIA) LIMITED	COLLECTIONS & CUSTOMER SERVICE	MUMBAI
86	CITICORP SERVICES INDIA PRIVATE LIMITED	ACCOUNT SERVICES AND DOCUMENTATION	MUMBAI, CHENNAI
		TRADE SERVICE PROFESSIONAL (TSP) SERVICES	
87	CITIGROUP GLOBAL MARKETS ASIA LIMITED	CLIENT ONBOARDING AS PER CITI INTERNAL REQUIREMENTS	HONG KONG
88	CITIGROUP TRANSACTION SERVICES (M) SDN.	CASH AND COMMERCIAL CARDS PRODUCT IMPLEMENTATION	KUALA LUMPUR
		FRAUD MONITORING & TRANSACTION REVIEW	PENANG
		BACK OFFICE PROCESSING	
		CUSTOMER SERVICE	