**Credit Counselling**

**What is “Credit Counselling”?**

* Credit Counselling is financial advice to help stressed borrowers in managing their debt.

**What does a Credit Counsellor do?**

* Credit counselling executives are bank officers appointed by bank. They will engage with clients to understand their issues related to finances and repayment.
* They will analyze the matter empathetically by getting to understand the loan liabilities, income stream, capacity to service the future instalments and to work out Debt Management Plans for distressed borrowers with a view to facilitate restructuring/ rescheduling tenor / reduction of the debts within the framework of regulation and bank’s guidelines.

**How to Contact for or to avail credit counselling with Deutsche Bank?**

* Via Phone Call

Contact us on 1860 266 6601.

Customers outside India need to dial +91 22 6601 6601.

Customers in Mumbai can also call at 6601 6601.

Call charges apply.

* Via Mail - Send email to [customer.care@db.com](mailto:customer.care@db.com)
* At Branches - Walk in to our [branches](https://www.deutschebank.co.in/en/connect-with-us/atm-and-branch-locations.html)
* Our Bank’s credit counselling representatives will reach out to you shortly.

**Are there any charges to avail Credit Counselling with Deutsche Bank?**

* NIL Charges are applicable.