CUSTOMER INTERACTION TAGGING - L1, L2 & L3

	Request Type-L1	Request Type-L2	Request Type-L3
Onboarding	Welcome calling	Booking Confirmation	1. Welcome Call accept 2. Customer not contactable 3. Welcome Call reject 4. Customer has asked for more time to confirm
Customer Service	Request Type-L1	Request Type-L2	Request Type-L3
	Customer Service	RM Related	Delayed Response
	Customer Service	RM Related	RM Availability
	Customer Service	RM Related	Rename to Incorrect document sent
	Customer Service	RM Related	Change of RM
	Customer Service	RM Related	RM Behaviour
	Customer Service	IVR	Long wait time
	Customer Service	IVR	Unable to connect
	Customer Service	RM Related	Appreciation
	DND	Activation	1) Informed Process 2) Activated still received communication post 30 days 3) Activated within 30 days
Registration Related	Request Type-L1	Request Type-L2	Request Type-L3
	Registration Related	Procedure related	1. Wants to know the process of registration 2. eSBTR process related
	Registration Related	Clause related	1. Customer contesting a clause 2. Customer wants to read draft agreement at HO 3. Customer wants draft agreement being sent
	Registration Related	Clause related	1. Confirm Time & place of Registration 2. Request for delay in registration 3. Request for rescheduling the registration 4. Request for cancelling the appointment 5. Registration done - all ok 6. Registration not done 7. Registration done but further action required 8. Customer cannot arrange for witness 9. Incorrect details mentioned in Agreement 10. Change in registration process
	Registration Related	SDR Charges related	Details given and all ok Customer wants clarity on charges Wrong details given to client Scanning charges

			Change in payment process Needs assistance with paying SDR online Agreement collection Charges 113
Updation of information	Request Type-L1	Request Type-L2	Request Type-L3
	Updation of info on systems	SAP	Demographic detail updation Name addition/deletion Sanction letter details ZPOSS related updation CORDYS related updation Do Not Message (DNM) Do not Communicate for promotions/loyalty Preferred Time of contact
	Updation of info on systems	SFDC	Demographic detail updation Incorrect details in CRM Referral name & Loyalty ID CORDYS related updation Do Not Message (DNM) Do not Communicate for promotions/loyalty Preferred Time of contact
Payment Related	Request Type-L1	Request Type-L2	Request Type-L3
	Payment Related	Payment info on portal	Wrong info reflecting on portal Info not reflecting on portal
	Payment Related	Payment Procedure related	Payment procedure - Online & physical Registration procedure Home Loan procedure (LFC support) Banker visit for evalutation Window of comfort info TDS Process IISP Process MOFA Demand Draft MVAT process
	Collections Related - CV & ST & Interest	PTP Already made Will not pay Not contactable	(1 will be automatically selected) 1.Category of reasons to be mapped here (close to 20 reaons for non payment) (CV, ST, Interest) 2. Pick up to be arranged 3. Client will pay by self 4. Payment will come from bank 5. In transit - courier 6. Online payment not reflecting 7. Dropped at site 8. Handed over to Channel Partner 9.Cheque dishonoured / Bounce
	Collections Related - SDR	PTP Already made Will not pay Not contactable	1. Category of reasons to be mapped here (close to 20 reaons for non payment) (SDR Payments) 2. Pick up to be arranged 3. Client will pay by self 4. In transit - courier 5. Online payment not reflecting 6. Dropped at site 7. Handed over to Channel Partner 8.Cheque dishonoured / Bounce
	Collections Related	Interest Waiver	Customer not eligible Case to be made Waiver given - agreeable Waiver given - not agreeable Bulk waiver Waiver under review Incorrect calculations Interest Dispute Interest Communication Related

	Collections Related	Specialized Registration Procedure related	POA procedure Deed of Rectification
	Collections Related	Taxation	Taxation (Service Tax, MVAT, P Tax)
	Collections Related	TDS Authorization	Will pay by self Authorised Lodha by email - Pan Available Wants to authorise Lodha - Pan not available TDS authorization awaited via email Authorization received - details incorrect
	Collections Related	TDS Challan	TDS Challan Not received - TO BE SENT TDS Challan - details incorrect - TO BE RESENT
CRM_IT related	Request Type-L1	Request Type-L2	Request Type-L3
	Customer IT Tools	Campaign related	CSS or CES Any other product Already onboard
	Customer IT Tools	Construction Updates	Related to Photo(s) uploaded Photo(s) not uploaded Incorrect Photo(s) uploaded
	Customer IT Tools	Login/Data related	1. Login difficulties 2. CSS site not working 3. Wrong data featuring on CSS (non-payment related) 4. Login credentials required 5. Help with reset password required 6. Information on portal usage required 7. Loyalty details 8. Wrong data featuring on CSS (payment related)
Legal Case	Request Type-L1	Request Type-L2	Request Type-L3
	Legal notice	Customer's first time legal notice received Lodha's reply to customer's legal notice sent Customer's reply to Lodha's legal notice received More time required by customer to reply to our legal notice Supporting documents requested from customer Customer seeking status update on notice Legal issue resolved Customer threatening to send a legal notice Potential Legal case	Delayed Possession Site Visit denial related Interest Waiver related (due to customer delays) Cancellation Refund FM Issues Compensation Related Car Park Allocation Related Agreement clause related Mis-selling Change in bldg. plan/location Refund Registration Related Gifts/White goods related Cancellation Related Any other complaints which are not regular and needs special attention and mgmt. approval Transfer request Taxes related
	Legal case	1) Ongoing legal case 2) Customer threatening to file a legal case 3) Customer is in process of filing a legal case 4) Customer requesting for out of court settlement 5) Case closed 6)Seeking an update on the legal case	Delayed Possession Site Visit denial related Interest Waiver related (due to customer delays) Cancellation Refund FM Issues Compensation Related Car Park Allocation Related Agreement clause related Mis-selling Change in bldg. plan/location Refund Registration Related Gifts/White goods related Cancellation Related Other complaints Re-sale Transfer request Taxes related

	Police complaint	1)Police complain already filed 2) Customer threatening to file a police complain 3) Status Update on the police complaint filed	Delayed Possession Site Visit denial related Interest Waiver related (due to customer delays) Cancellation Refund FM Issues Compensation Related Car Park Allocation Related Agreement clause related Mis-selling Change in bldg. plan/location Refund Registration Related Gifts/White goods related Cancellation Related Any other complaints which are not regular and needs special attention and mgmt. approval
Possessions _Related	Request Type-L1	Request Type-L2	Request Type-L3
	Possessions Related	Pre-possession	Delayed Possession
			Delayed Possession & Compensation demand
			Design/ Amenity related Compensation demand
			Statutory Compliance (OC / Approvals etc related)
			Site Visit related
			Charges (CAM/Society & Other Charges/Demmurage)
			White goods related
			Delayed deliveries of Amenities
		During Possession process	Snags given after inspection
			Delay in snag rectification
			Snags beyond policy
			Policy devation request
			Other design related issues
			Quality of construction
			Readiness timelines for visit
		Post-possession	Snag related delay
			Compensation / Refunds
			Alteration Related
			White goods related
			Vehicle Slots
			FM services
			Amenities related
Brokerage_Related	Request Type-L1	Request Type-L2	Request Type-L3
	Brokerage related	Brokerage related	1. Client confirms the CP as the source 2. Client rejects the CP as the source 3. CP is awaiting brokerage 4. Dispute related to brokerage
Cancellation_Related	Request Type-L1	Request Type-L2	Request Type-L3
	Cancellation Related	Procedural information	Loan foreclosure Forfeiture

			Documentation TAT for refund
	Cancellation Related	Refund in normal cases	1. Refund cheque not reached 2. Refund cheque reached - amount/favoring incorrect 3. Refund not applicable as per records 4. Refund calculation not agreeable 5. Refund cheque to be sent 6. Refund calculation to be sent 7. TDS Certificate in case of refund 8. Form 16 Not Received in case of refund
	Cancellation Related	Refund in exceptional cases	Humanitarian grounds Product related issues
	Cancellation Related	Booking to be cancelled with appropriate forfeiture	Demise in the family Financial constraints Finds competitor property attractive Lack of Approvals Medical reasons Not getting a loan sanction due to poor loan eligibility Due to possession timelines Miscommunication at the time of sale Beyond CC process/policy
	Cancellation Related	Booking to be retained with balance payment with interest	Demise in the family Financial constraints Finds competitor property attractive Lack of Approvals Medical reasons Not getting a loan sanction due to poor loan eligibility Due to possession timelines Miscommunication at the time of sale Beyond CC process/policy
	Cancellation Related	Deviation to be sought to enable retention	Product deviation required Payment deviation required Inventory change required CC Process deviation required Management deviation required
	Cancellation Related	Retention in progress within policy timelines	Self funding - needs more time Arranging for a home loan Product issue - client in disagreement
Document_Related	Request Type-L1	Request Type-L2	Request Type-L3
	Document Related	Customer wants original document Customer wants duplicate document Pick up to be arranged to collect the document Document despatched by customer Document not delivered Mistake in document delivered Delay in delivery of document Call back the document sent by Lodha Document received by customer Document in transit to customer	Payment Related Welcome Email Demand Letter Payment receipt original Payment receipt duplicate Interest Letter Interest Notice 1 Interest Notice 2 Site photograph Architect's certificate Payment Schedule Any MOFA notification Allotment Letter MyGain one-pager + Email Registration Related SDR Invitation Letter to BOI/SHCIL Power of Attorney - Registration Draft Agreement for sale (approvals based) Registered agreement for sale Pavati & Index II Deed of rectification Deed of Cancellation Bank Loan related NOC ROC

		Clearance required before document despatch	Approval Documents TPA Corporate Guarantee Loan tie up information Loan Sanction Letter Possession Related Balance dues (PDL) Indemnity & Request letter for fitouts Possession Letter with OC Possession Letter without OC Authority letter Resale ROC Resale NOC Lease NOC Power of Attorney - Possession Others Brochure Name change letter Any special letter from Lodha Any tax/levy notification Application Form
Misselling	Request Type-L1	Request Type-L2	Request Type-L3
	Misselling	After Sales order creation	Pricing Payment schedule Inventory Approvals Possession timelines Location/Product Loan eligibility Offers Vehicle slots
	Misselling	Before Sales order creation	Pricing Payment schedule Inventory Approvals Possession timelines Location/Product Loan eligibility Offers Vehicle slots
Schemes/Events	Request Type-L1	Request Type-L2	Request Type-L3
	Schemes/Initiatives/Events/Campaigns	MyGain facility ADF facility Amnesty Dollar product Home loan interest offer	1. Accepted - Date of payment & Amount 2. Rejected - Reason 3. Wants more time to confirm 4. Given another reference 5. Customer does not wish to be contacted 6.Customer query on documents required 7.Customer has provided all document 8.Home Loan interest offer applied to customer account.
	Schemes/Initiatives/Events/Campaigns	Loyalty campaign/Referrals - Pre launch	1. Wants for self - Date of visit to site 2. Rejected - Reason 3. Wants more time to confirm 4. Given another reference 5. Customer does not wish to be contacted 6.Customer not contactable
	Schemes/Initiatives/Events/Campaigns	Loyalty campaign/Referrals - Post launch	1. Wants for self - Date of visit to site 2. Rejected - Reason 3. Wants more time to confirm 4. Given another reference 5. Customer does not wish to be contacted 6.Customer not contactable
	Schemes/Initiatives/Events/Campaigns	Loyalty campaign/Referrals - Post possession	1. Wants for self - Date of visit to site 2. Rejected - Reason 3. Wants more time to confirm 4. Given another reference 5. Customer does not wish to

			be contacted 6.Customer not contactable
	Schemes/Initiatives/Events/Campaigns	Customer Care event	1. Accepted the invitation- Date of visit 2. Rejected - Reason 3. Wants more time to confirm 4. Given another reference 5. Customer does not wish to be contacted Customer not contactable
	Schemes/Initiatives/Events/Campaigns	Marketing event	1. Accepted the invitation- Date of visit 2. Rejected - Reason 3. Wants more time to confirm 4. Given another reference 5. Customer does not wish to be contacted 6.Customer not contactable
	Schemes/Initiatives/Events/Campaigns	Gifts	Gift not received Gift received but defective Gift despatched Need more time to despatch Not eligible for gift Wrong gift received More info required from client for gift execution Visit arranged for gift handover Customer not contactable
Transfer related	Request Type-L1	Request Type-L2	Request Type-L3
	Transfers	Customer initiated transfer	Allowed Disallowed Conditional Acceptance More information required for decision making
	Transfers	Lodha Initiated transfer	Allowed Disallowed Conditional Acceptance More information required for decision making

Frequently Accessed Links

Cancellation & Retention Policy Possession process Registration Process Name Change Policy Demand Generation process Transfer Policy
Payment Handling Process Customer Interaction Management Policy Customer Interaction Tagging - L1, L2 & L3 Customer DNC Process