FREQUENTLY ASKED QUESTIONS (FAQs) ON ACCOUNT AGGREGATOR

Q1. What is an Account Aggregator (AA)?
A1. Account Aggregators (AAs) are a category of RBI-regulated NBFCs that function as consent managers (CMs). CMs act as a single point of contact for consumers to give, manage, review, and withdraw consents from FIUs to access their data from FIPs. With AAs, consumers can access, Manage, and share data across all financial institutions (FIs) with explicit, informed consent.

Q2. Is the Account Aggregator for individual consumers only?
A2. No, AA is for both individuals and enterprises.

Q3. What is the role of BHFL in Account Aggregator ecosystem?
A3. BHFL is an FIU in the Account Aggregator ecosystem. FIU stands for "Financial Information User'. An FIU consumes the data from an FIP (Financial Information Provider) to provide various services to the end consumer.

Q4. What kind of data can an FIU access through an AA?
A4. Currently only asset based data is available (bank accounts, deposits, mutual funds, insurance policies, pension funds).

Q5. How safe is my data with the AA?
A5. Note that AAs only share and collate your data, they do not store it. Your data continues to remain with the FIP, AA simply facilitates digital data sharing between two financial institutions.

Q6. What are the other responsibilities of various Account Aggregator operators?
A6. For further details on the participation terms and conditions applicable to various participants of AA, please view the document `Account Aggregator Participation Terms – Sahamati' under the Notices & Documents section of our website. Else, you may also logon to www.sahamati.org.in.

Q7. Can users revoke consent to share data?
A7. Yes, users can revoke their consent by logging on the website of the respective Account Aggregator such as *https://aaweb.finvu.in/* for Cookiejar Technologies Pvt Ltd (Finvu) or, *https://consumer-web-cluster.nadl.co.in/* for NeSL Asset Data Limited (NADL) or, *https://saafe.in/* for Dashboard Account Aggregation Services Private Limited (Saafe).

Q8. What to do if I wish to raise a grievance or complaint against the AA services with BHFL?
A8. You may kindly visit the Grievance Redressal Procedure on our website at https://www.bajajhousingfinance.in/contact-information and follow the grievance redressal details mentioned. The webpage also mentions the details of the Grievance Redressal Officer of the Company who also handles grievances pertaining to Account Aggregator services.