

PPI Customer Grievance Redressal Policy V1.1

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Introduction

In the present scenario, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. As a service organization, customer service and customer satisfaction should be the prime concern of any entity. FINO PayTech as a PPI entity believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism should help in identifying shortcomings in product features and service delivery.

Objective

The objective of the policy is to ensure that:

- All customers are treated respectfully, fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy, efficiency and resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.
- All employees will work in good faith and without prejudice to the interests of the customer.

Approach

Registration of Complaints:

Customer can register the complaint in telephonically or via an email.

Call: 8080668800

E-mail: care@finopaytech.com

All customers registering a complaint will get an acknowledgement of the same from the PPI entity.

System to capture complaints

1. FINO PayTech Ltd. has in place a CRM application to enable efficient and effective tracking and resolution of complaints.

2. All complaints from the customers shall be logged into CRM software. With this the PPI entity shall not only ensure that all the complaints received are recorded and resolved, but shall also ensure effective monitoring/escalation mechanism to the senior functionary responsible so as to make sure that none of the complaints remain unresolved.
3. The internal mechanism for recording and resolution of complaints shall function efficiently at all times and shall be monitored on daily basis.
4. The system will also be used to deal with the issues relating to services provided by Outsourced Agencies (if any) and the PPI entity will ensure that the respective outsourcing service providers resolve customer issues expeditiously and effectively.

Resolution of Complaints

General Guidelines

1. The complaints will be analyzed from all possible angles. Specific timelines have been established for handling complaints and disposing them.

Timeline for responding/resolving complaints

TATs for Customer call categories are as below:

Call Category	Call Sub Category	TAT	Call assigned Group
PPI Wallet based	Customer/Merchant regi. Mobile no. change request	24 hrs	Tech Support Team
	M-Pin reset request	02 hrs	Helpdesk
	Password reset request	02 hrs	Helpdesk
	Training Request	48 hrs	Zonal Team
	Lead	04 Hrs	Zonal Team
	IFSC Code Updation	15 Days	Tech Support Team
	Wallet related other Queries	24 hrs	Tech Support Team
Fund transfer based	TXN Status Complaints	04 hrs	Tech Support Team
	OTP SMS Delivery	02 hrs	Tech Support Team
	TXN SMS Delivery	02 hrs	Tech Support Team
	Limit not received	04 hrs	FINO Ops Team
	Salary or Commission for merchant	24 hrs	FINO Ops Team
	TXN history request	24 hrs	Tech Support Team
	TXN Status Inquiry	Point of Call	Helpdesk
Application	PPI wallet not working	04 hrs	Tech Support Team
	Login not happening	04 hrs	Tech Support Team

	Internal tools and server's issue	04 hrs	Tech Support Team
	Application request and issues	24 HRS	On boarding Team

Above TATs are applicable if the customer complaint or query can be solved end to end within FINO PayTech, if not, the term resolution refers to escalation/directing of the query to the specified contact in the appropriate entity.

Compensation Policy

Recognition of deficiency and compensation

1. FINO has raised an unauthorized/erroneous debit to a wallet, the entry shall be reversed in wallet immediately on being detected/informed, after due verification.
2. In case any amount has been debited to the wallet of a customer on account of fraudulent transactions the amount will be restored to the affected customer wallet without delay, once the fraud is established, with due verification.
3. If a fraud, in the wallet of a customer, has been committed by a FINO's staff, and has been so established, FINO will restore the amount.
4. In case where neither FINO is at fault nor the customer, but the fault lies elsewhere in the system, FINO will help in restoring the actual amount involved.
5. In case extra charge has been levied during transaction then the extra charges will be reversed after due verification in customer's wallet.
6. In case customer has given beneficiary details but merchant had transferred amount in other account, then amount will be refunded in customer's wallet after due verification.
7. In case amount has not been credited to the correct account as specified by the customer and credited in some other account of sponsor bank, then FINO will compensate to the wallet holder.

Customers' Responsibility

1. FINO will not be responsible for the loss to the customers due to customer's carelessness in keeping the mobile no., OTP or other security information.
2. In case customer has authorized transaction through OTP, customer will be responsible for data provided for fulfillment of transaction.

Escalation of Complaints

First Level Escalation

In case the customer is not satisfied with the resolution, a written complaint with the details can be posted to the below address:

Mr. Dinesh Parekh
FINO PayTech Ltd.,
2nd Floor, Shree Sawan Knowledge Park,
Plot No. D – 507, TTC Industrial Area,
MIDC, Turbhe,
Navi Mumbai - 400705

Second Level Escalation

In case the customer is still not satisfied with the resolution, a further escalation with the details of the complaint may be posted to the below address:

Mr. K. Hari Krishnan
FINO PayTech Ltd.,
2nd Floor, Shree Sawan Knowledge Park,
Plot No. D – 507, TTC Industrial Area,
MIDC, Turbhe,
Navi Mumbai - 400705

Other Instructions

Mandatory Display of Information

Website Display

- Customer grievance redressal process, TAT for all call categories. Names and other details of the officials at the Head Office who can be contacted for redressal of complaints.