

Juspay Technologies Private Limited

GRIEVANCE REDRESSAL, DISPUTE RESOLUTION AND REFUND & RETURN POLICY

1. BACKGROUND

Juspay Technologies Private Limited (hereinafter referred as 'Juspay' or 'the Company') develops payment solutions for online merchants and financial institutions. It offers merchants an API unification layer to connect with multiple payment system providers. Further, the Company offers Juspay Safe, a mobile payments browser which is designed/developed to improve transaction time and increase success rate by simplifying the 2 factor authentication. It also provides solutions like developing UPI PSP stacks for banks and managing payments page of merchants.

On March 17, 2020, the Reserve Bank of India ('RBI') had published a Guidelines on Regulation of Payment Aggregators and Payment Gateways ('PA Guidelines'). Juspay understands that customer satisfaction is of utmost importance in the service industry. In order to deliver a high level of enriched customer experience, the Company has implemented Grievance Redressal, Dispute Resolution and Refund & Return Policy ('the Policy') with the approval of its Board of Directors ('the Board'). The Policy has been put in place with an objective of enabling grievance redressal, dispute resolution and resolving refund & return concerns of the customer. The Policy has been drafted in line with the objectives of the Company and the PA Guidelines.

This Policy is made available on the website of the Company, which can be accessed at www.juspay.in by all the merchants/customers.

2. KEY DEFINITIONS

Board means Board of Directors of the Company

Customer(s)/ customer(s) means end-customer who will be purchasing goods /services from the merchants by making payment via different payment instrument.

Merchant(s)/ merchant(s) shall mean company(ies) with whom Juspay has entered into Contract (Merchant Agreement) for the purpose of providing payment aggregation services.

3. GRIEVANCE REDRESSAL

The Company endeavours to resolve all complaints/ grievances of Customers and for this purpose, the Company has implemented a structured grievance redressal mechanism wherein the Customers will be able to register their complaints/grievances.

3.1 Registration of Grievances/Complaints

Customers will be able to register their complaints/grievances through writing email to pa.support@juspay.in, by sending letter to the Nodal Officer of the Company or through any other channels provided to Customers.

3.2 Processing of Grievances/Complaints

1. For grievance raised, a ticket (containing tracking number) will be created and the same will be communicated to the Customer. The Customer can use the ticket (containing tracking number) for the purpose of tracking the status of the grievance across all the channels that are implemented.
2. Grievance will be registered by the Company subject to availability of appropriate details which may include the transaction reference number/ other relevant reference number, date of the transaction, transaction amount, Customer's name, address and contact details, details about the complaint, name of the merchant, copies of supporting documents (wherever applicable).
3. In case the information is not appropriately shared by the Customer, the Company will contact the Customer to provide the adequate information in order to assess the issue.
4. Complaint/Grievance will be considered as closed in case the Customer does not respond back within 7 days of the receipt of the response from the Company for seeking further details.
5. Grievances can be escalated to the next/higher level as per the escalation matrix provided under the Section "Escalation of Grievances/ Complaints".
6. If the grievance is not related to the deficiency at Juspay's end, Juspay shall suitably inform and guide the Customer to the appropriate party in the payments ecosystem.

3.3 Escalation of Grievances/ Complaints

Escalation Matrix

Level	Point of Contact	Details
1	Channels	Email to pa.support@juspay.in and any other channels provided to Customers
2	Service Assurance Officer- Malyada Goverdhan	malyada.goverdhan@juspay.in
3	Nodal Officer- Talha Huma	Email: nodal.officer@juspay.in Address: 444, 3rd and 4th Floor, Stallion Business Center, 18th Main Road, 6th Block, Koramangala, Bengaluru, Karnataka 560095 Contact: +91 9606864998

Level 1

Grievances lodged by Customer will be handled as per the process mentioned in the Section "Processing of Grievances/Complaints". Company shall respond to the grievance within 5 working days. If Customer is not satisfied with the response/resolution or does not receive any response from the Company within the timeline specified herein, Customer can escalate the grievance to next level.

Level 2

Customer can get the grievances registered by e-mailing to the Service Assurance Officer . The Service Assurance Officer shall attempt to respond within 5 working days from the date on which grievance was filed. Customer may request for an update on the grievance in case any grievance requires more than the specified time period. Customer shall be kept updated on the status of their grievance(s).

Customer shall provide the following details while raising the grievance with the Service Assurance Officer: grievance tracking number or ticket issued by Juspay, transaction reference number/other relevant reference number, date of the transaction, transaction amount, Customer's name, address and contact details, details about the complaint, name of the merchant, date of first filing grievance with Juspay, response provided by Juspay at Level 1, copies of supporting documents (wherever applicable).

If the Customer is not satisfied with the response provided, Customer can go for the next level of escalations.

Level 3

The Company has designated a Nodal Officer who will be responsible to provide timely resolution of the customer grievances and manage other incidental activities with respect to the grievances. If the Customer will not be convinced/ satisfied with the resolution provided by the Company against their grievance or the complaint will still be pending and unresolved, Customer may escalate the grievance to the Nodal Officer (details below) :

Name: Talha Huma

Designation: Nodal Officer

Address: 444, 3rd and 4th Floor, Stallion Business Center, 18th Main Road, 6th Block, Koramangala,

Bengaluru, Karnataka 560095

Contact: +919606864998

Email: nodal.officer@juspay.in

The Nodal Officer shall attempt to respond within 5 working days from the date on which grievance was filed. Customer may request for an update on the grievance in case any grievance requires more than the specified time period. Customer shall be kept updated on the status of their grievance(s).

Customer shall provide the following details while raising the grievance with the Nodal Officer: grievance tracking number or ticket issued by Juspay, transaction reference number/ other relevant reference number, date of the transaction, transaction amount, Customer's name, address and contact details, details about the complaint, name of the merchant, date of first filing grievance with Juspay, response provided by Juspay at Level 1, response provided by Juspay at Level 2, copies of supporting documents (wherever applicable).

The Customer can directly write to the Nodal Officer for reporting about the fraudulent Merchant.

If the customer remains dissatisfied with the response or the reply from Juspay or the complaint is unresolved post escalations across the three levels mentioned above, then they may directly approach the Reserve Bank of India for redressal of their complaints at below address:

Reserve Bank of India,

Address is available at : <https://rbidocs.rbi.org.in/rdocs/Content/PDFs/AAOOSDT31012019.pdf>

4. DISPUTE RESOLUTION

4.1 Customer's grievance against Merchant (within the Scope of Merchant)

Customers may have query related to or grievance for the reasons such as Product defective / damaged / not as advertised, Merchandise / Service not delivered, fraud claims, cancellation of orders, Refunds, Returns (i.e. matters beyond the scope of Juspay). In such cases, Customer should visit the website of the relevant Merchant and raise the complaint with the Merchant for appropriate action and procedure. Since Juspay is payment aggregator, it only facilitates online payments for Merchant and do not handle merchant's products, shipping or order dispatch. Further the refunds can only be initiated from Merchant's end.

If the Customer is not satisfied with the response provided by Merchant or do not get any response from the Merchant within the timelines as agreed between the Consumer and the Merchant, then the Customer can contact Juspay to mediate the issue and amicably resolve the same. Consumer to provide following details to Juspay a) Name of the Merchant b) Response provided by Merchant c) transaction reference number/ other relevant reference number d) date of the transaction e) transaction amount f) details about the complaint g) Customer's name, address and contact details h) copies of supporting documents (wherever applicable). After the complaint is lodged with Juspay, Juspay shall respond to Customer within the timelines specified in Policy at each stage of resolution.

If the Customer is still not satisfied with the response provided in relation to issues such as a) Product defective / damaged / not as advertised b) Merchandise / Service not delivered c) Duplicate payments/ double debits d) Fraud transactions, Customer can raise chargeback claim with the issuing bank for the purchase/transaction that was made on their account and Juspay will facilitate in the resolution of the same.

4.2 What are the Supporting Documents accepted for Dispute Resolution?

Juspay may require a set of supporting documents from merchants for resolving disputes. These could include, but are not limited to:

1. proof of delivery records
2. cancellation policy
3. refund details

4.3 Dispute Resolution Status

Disputes can have only 3 status in Juspay's system:

1. Open – Where the dispute is being investigated and no decision has been reached on the correctness or otherwise of the complaint
2. Closed in favour of Customer - This status shows that the dispute has been resolved in favour of the customer
3. Closed in favour of Merchant– This shows that the dispute has been resolved in favour of the merchant.

Open disputes can be moved to ‘Closed in favour of Customer’ or ‘Closed in favour of Merchant’ but once ‘Closed in favour of Customer’ or ‘Closed in favour of Merchant’ is applied the same cannot be changed.

5. FAILED TRANSACTIONS AND REVERSALS

Juspay strictly follows RBI instructions on Turn Around Time (TAT) for resolution of failed transactions issued vide DPSS.CO.PD No.629/02.01.014/2019-20 dated September 20, 2019. Failed transactions mean those transactions for which Juspay will have a credit in its accounts, however the status of the transaction will be marked as failed in the Juspay’s system.

6. EXCLUSIONS

We are unable to take up for consideration and disposal as ‘Customer Complaint’ the following instances :

- Anonymous complaints without proper supporting details;
- Matters involving decisions in which the complainant has not been affected either directly or indirectly;
- Matters that are sub-judice or where any judicial authority had passed an order;
- Cases which have been reported as fraud with governmental authorities and/or is under investigation by government authority like Police Authority, Tax Authority etc. or where the authority has already taken a view on the subject matter, after investigation;
- A complaint which has already been disposed by Juspay

7. FORCE MAJEURE EVENTS

Company shall not be liable for any failure or delay in its performance under this Policy due to force majeure events including but not limited to fire, flood, lightning, explosion, war, embargo, act or failure to act of any governmental authority, epidemics, pandemics, systems failure, technical mishaps or strikes.

8. POLICY REVIEW

The Board will periodically review the Policy and take steps to address any changes as appropriately required by relevant regulations. The Board will review the Policy at least once in a year.