



ZIPCASH CUSTOMER GRIEVANCE REDRESSAL POLICY FOR THE WALLET

We aim to become a customer centric company and hence we believe in providing the best experience to our customers. In furtherance of the foregoing, the Customer Grievance Redressal Policy (the “Policy”) for Ola Money Wallet powered by Zipcash (Collectively referred to as the “Wallet”) aims to achieve that (i) its customers are treated in fair manner at all times; (ii) complaints raised by customers are attended with courtesy and in time bound manner; and (iii) customers are made fully aware of avenues for grievance redressal (1) within the organization; (2) with the Ombudsman for Digital Transaction (“Ombudsman”), and their right to approach the appropriate touch points as specified below.

A. Note to Customers

All customers are advised to undertake the following:

- (a) Register themselves with Zipcash email alerts for electronic payment transactions, by writing to Zipcash. SMS shall be sent to customers, along with email alerts (if registered).
- (b) All customers are advised to notify Zipcash of any unauthorized electronic payment transaction at the earliest. All customers please note that the longer the time taken to notify Zipcash, higher will be the risk of loss to the customer/ Zipcash.
- (c) Customers can contact Zipcash for any queries or issues at care@zipcash.in or as provided on the mobile application or as provided below in this Policy.

B. Customer Awareness

Zipcash shall undertake following steps to ensure customer awareness on this Policy:

- (a) The Policy will be displayed on the mobile application and the website maintained by Zipcash, for this purpose.
- (b) Customers will be sent SMS/ emails/ notification/ other modes, from time to time, advising them to register for email alerts, to report unauthorized transactions, to educate customers about account protection measures and about their liability for unauthorized transactions.

C. Grounds for Complaint for Customer

A customer can reach out to us for resolution of complaints arising out of the following grounds:

- (a) Unreasonable delay or failure in crediting the transaction amounts to the merchants;
- (b) Unreasonable delay or failure in crediting the funds loaded to wallet;
- (c) Unauthorized electronic fund transfer;
- (d) Unreasonable delay/ refusal/ failure to transfer funds from wallet to customer’s ‘own bank account’ or ‘back to source’ at the time of closure, expiry etc. of the wallet;
- (e) Unreasonable delay/ refusal/ failure to refund amounts to customer’s wallet in case of unsuccessful / returned / rejected / cancelled / transactions;
- (f) Unreasonable delay or failure in crediting the customer’s wallet as per the terms and conditions of promotional offer(s), if any;
- (g) Unreasonable delay/ refusal/ failure to reverse, funds wrongly transferred to beneficiary account due to lapse by Zipcash;
- (h) Non-adherence to any other instruction of the Reserve Bank of India on wallets; and/ or
- (i) Any other issue in relation to wallet or our services faced by customer.

D. Complaint Mechanism

➤ Level 1: Customer Support

Customers can contact our 24x7 customer service team (i.e., customer care executive) via e-mail at care@zipcash.in or by making a call to our customer care executive at 080-46656299 which provides

timely resolution to queries/ complaints across channels. Post receipt of the queries/ complaints, we shall immediately send a response/ auto response to the customers acknowledging the complaint along with the registered complaint number. The customers can also request for a call back for query and we would be happy to reach out to the customer. The team will initiate action to resolve your complaint expeditiously, preferably within 48 hours and will strive to ensure resolution to your concern/ query within 5 (five) business days from receipt.

➤ **Level 2: Customer Service Escalation**

If customers do not get a resolution within the promised timeline or are dissatisfied with the response from Level 1, customer can reach out to our Manager Customer Care via email at escalations@olamoney.com for Ola Money Wallet Powered by Zipcash. We will strive to ensure resolution to your concern/ query within 5 (five) business days from receipt.

➤ **Level 3: Grievance Officer**

If customer's query remains still unresolved or customer is dissatisfied with the response from Level 2, customer can escalate the matter to our Grievance Officer who will be happy to address issues that have remained unresolved despite help from our Manager Customer Care. Customer can contact our Grievance Officer at grievance.officer@zipcash.in with the details of interaction with the Manager Customer Care. We will strive to ensure this is resolved within 3 (three) business days from the date of receipt.

Name: Balaram C R (Grievance Officer), Zipcash Card Services Private Limited

Address: Regent Insignia, #414, 3rd Floor 4th Block, 17th Main, 100 Feet Road Koramangala, Bangalore, Karnataka, India, 560034.

E-mail Address: grievance.officer@zipcash.in

Phone Number: +91 99450 00247

➤ **Level 4: Nodal Officer**

In the unlikely event that the customer issue remains unresolved to customer's satisfaction despite escalating to our Grievance Officer, the customer can reach out to the Nodal Officer appointed by us. Nodal officer can be contacted via email at nodal@zipcash.in. We will strive to ensure this is resolved within 3 (three) business days from the date of receipt.

➤ **Level 5: Ombudsman for Digital Transactions**

In the unlikely event that the customer issue remains unsolved to the satisfaction of the customer, the customer can also file a complaint with the Ombudsman for Digital Transactions, as per the scheme issued by the Reserve Bank of India available at <https://olamoney.zendesk.com/hc/en-us/articles/360002975880-Ombudsman-for-Digital-Transactions-Scheme>

The contact detail of the relevant Ombudsman is provided below:

Ombudsman for Digital Transaction

C/o Reserve Bank of India

10/3/8, Nrupathunga Road Bengaluru -560 001

STD Code: 080 Tel. No. 22210771/22275629

Fax No. 22244047

Email : bobangalore@rbi.org.in

E. **Customer Liability in case of Unauthorized Transactions**

The customer's complaint, will be addressed on the basis of the following:

Customer Scenario	Customer Action Required	Customer Liability
Unauthorized transaction for Wallet: Money lost due to Contributory fraud/ negligence/ deficiency on the part of the ZipCash (irrespective of whether or not the transaction is reported by the customer).	None	Zero liability
Unauthorized transaction for Wallet: Money lost due to Third Party breach where the deficiency lies neither with ZipCash nor with the customer but lies elsewhere in the system, and the customer notifies Zipcash regarding the unauthorized payment transaction. The per transaction customer liability in such cases will depend on the number of days lapsed between the receipt of transaction communication by the customer from Zipcash and reporting of unauthorized transaction by the customer to Zipcash.	Report issue to Zipcash within three (3) business days	Zero liability
	Report issue to Zipcash within four (4) to seven (7) business days	Transaction value or INR 10,000/- (INR Ten thousand only) per transaction, whichever is lower.
	Report issue to Zipcash beyond seven (7) business days	As per the discretion of Zipcash
Unauthorized transaction for Wallet: Money lost due to negligence by a customer, such as where he has shared the payment credentials.	Report as soon as possible	Customer will bear the entire loss until he reports the unauthorized transaction to Zipcash. Any loss occurring after the reporting of the unauthorized transaction shall be borne by Zipcash.

- (a) Customers to note the below: The number of business days mentioned above shall be counted as per Zipcash working schedule excluding the date of receiving the communication from Zipcash.
- (b) Zipcash may at its sole discretion decide to waive off any customer liability in case of unauthorized electronic payment transactions even in cases of customer negligence.
- (c) Notional Reversal: Upon customer intimation, Zipcash shall credit (notional reversal) the amount involved in the unauthorized electronic payment transaction to customer's Wallet within 10 (ten) days from the date of such intimation by the customer (without waiting for settlement of insurance claim, if any), even if such reversal breaches the maximum permissible limit applicable to the type of Wallet. The credit shall be value-dated to be as of the date of the unauthorised transaction.
- (d) In case Zipcash is unable to resolve the complaint or determine the customer liability, if any, within 90 (ninety) days, the amount as prescribed in the table above shall be paid to the customer, irrespective of whether the negligence is on the part of the customer or otherwise.

Compensation Mechanism

Timeline for Resolution	TAT for Compensation
Resolution within 10 days of customer complaint	Liability as determined, would be paid to Customer's Wallet, within 7 days.
Resolution within 11-90 days of customer complaint	Notional Credit on 11 th day Liability as determined would be paid to Customer's Wallet, by converting the Notional Credit to permanent credit or cancelling the same, within 7 (seven) days.
Resolution after 90 days	Notional Credit to be converted into permanent within 7 days.

F. Failed Transactions

"Failed Transactions" shall mean and refer to a transaction which has not been fully completed due to failure in communication links, time-out of sessions, etc. However, if failure can be attributed to the customer, then the same shall not qualify as a Failed Transaction. Primarily, Failed Transactions shall refer to those debits from a customer's Wallet, which could not be credited to a beneficiary account/beneficiary Wallet/ merchant account, due to lack of full information or lack of proper information and/or delay in initiating a reversal transaction.

Turn-around Time for Zipcash, in case of Failed Transactions, is provided as below:

Description	Timeline for Auto-Reversal	Compensation to be Paid
Beneficiary account/Wallet not credited	The transaction should be completed within T+1 day. If transaction cannot be successfully completed, then reversal to be effected in Customer's Wallet within T + 1 day.	INR 100 (Rupees Hundred) to be paid per day for every day of delay, beyond T+1
Wallet debited but transaction confirmation not received at the merchant location		

Customers to note the following:

- T is the day of transaction and refers to the calendar date.
- Wherever financial compensation is involved, the same shall be effected to the customer's Wallet suo moto, without waiting for a complaint or claim from the customer.
- Customers who do not get the benefit of redress of the failure as defined in the table above. can register a complaint to the Banking Ombudsman of Reserve Bank of India.