

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 Zipcash Wallet and 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.

Grounds for Complaint

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

- (a) Unreasonable delay in crediting the transaction amounts to the merchants;
- (b) Unreasonable delay 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 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.

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 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 and escalation@zipcash.in for Zipcash Wallet. We will strive to ensure resolution to your concern/ query within 5 (five) business days from receipt.

Level 3: Grievance Officer

If customers 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.

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

4th Floor, RBI Byculla Office Building,

Opp. Mumbai Central Railway Station, Byculla,

Mumbai-400 008

STD Code: 022 Tel No. 23022028 Fax: 23022024

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	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.

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 beyond seven (7) business days*	As per the Board approved policy 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.

*The number of business days mentioned above shall be counted as per Zipcash working schedule excluding the date of receiving the communication from Zipcash.

**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.

*** **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.

**** 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.

Last approval date	Approved by
28 th February, 2019	Board