



ZipCash Card Services Private Limited

CUSTOMER GRIEVANCE REDRESSAL POLICY

Version 1

Last Updated on 30th April, 2018

Objectives

The objective of the policy is to ensure that:

- All customers are treated fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy 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.

Redressal Policy

On the basis of the above principle the approach for grievance redressal of the Company is as follows:

- a. **Registration of complaints:** The Company enables customers' to lodge complaints in two ways :

Written: By sending emails to help@zipcash.in or care@zipcash.in or by using the "Contact Us" link in the home page of the Company's website.

Oral: The customers can also contact the customer care executives by calling 022-66720000 for Zipcash Wallet and for Zipcash OlaMoney Wallet 080-46656299.

- b. **Acknowledgement:** Acknowledgement will be given to all the customers by the same mode in which the complaint is registered wherever possible. For emails and complaints received via the 'Contact Us' link on the website, an automatic acknowledgment mail would be triggered with the ticket number. For complaints received over call, acknowledgment of receipt shall be over call itself.

- c. **Resolution of complaints:**

- Responsibility for resolution: The customer care executives are responsible for providing solution to the complaints registered by the customers.

Over phone: Customer care centre: Customers can call on 022-66720000 for Zipcash Wallet and for Zipcash OlaMoney Wallet 080-46656299, available from 9am to 5 pm.

Over email: Send Us an email at care@zipcash.in

Time frame for response: The escalation matrix for complaints shall be as follows:

Level - 1: You may email Our escalation desk officer at escalation@zipcash.in for Zipcash Coupons, and at escalations@olamoney.com for Zipcash OlaMoney Wallet or call our customer care centre on 080-46656299. Response Time: Seven Business Days from date of receipt of the email or call

Level - 2: You may call or email Our Grievance Officer, at the below address
Name: Nirmal Parate (Grievance Officer), Zipcash Card Services Private Limited
Address: 323, Corporate Centre, Nirmal Lifestyle, LBS Marg Mulund W, Mumbai - 400080. E-mail Address: grievance.officer@zipcash.in Phone Number: 91-9513552326

Response Time: Fifteen Business Days from date of receipt of the complaint

d. **Review process**

The Grievance officer will review the trend and efficiency of customer complaint resolutions at least once every 6 months and report the same to the management.

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