



## Policy on complaints disposal/ dispute resolution and processing refunds

Aggrepay Solutions Private Limited, a company incorporated under the Companies Act 2013, having its registered office Carnival House, General A.K.Vaidya Marg, Off Western Express Highway, Near Fire Brigade, Malad East, Mumbai, Mumbai City 400097- Maharashtra, India (hereinafter referred as “**Aggrepay**”) is a payment aggregator.

Aggrepay values all its end customers and merchants and has developed this policy on complaints/dispute resolution and processing of refunds (the “**Policy**”). This Policy shall allow Aggrepay to review all grievances and dispose of them in a speedy manner.

A merchant or customer can lodge a complaint via email. If a complaint received by email is not resolved within the prescribed time frame or the merchant/customer is not satisfied with the resolution provided, then they can escalate to the next level or contact the nodal officer of Aggrepay.

### Disposal of Complaints

Complaints shall be disposed of as per the turnaround time (TAT) suggested by RBI. The turnaround time for the following transactions is present in the following table:

S.No	Description	Turn Around Time
1.	<b><u>For a card transaction</u></b>  For a card to card transaction  Card account was debited but the customer card account was not credited.	Transaction to be reversed latest within T + 1 day, if credit is not effected to the customer account.
2	<b><u>Card Not Present (CNP)</u></b> <b><u>(e-commerce)</u></b>	Auto-reversal within T + 5 days.

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Website: <https://www.aggrepay.in/> | Email: [support@aggrepay.in](mailto:support@aggrepay.in)

	Account debited but confirmation not received at merchant's system.	
3	<b><u>Immediate Payment Systems (IMPS)</u></b>  Account debited but the customer account is not credited.	If unable to credit to the customer account, auto reversal (R) by the customer bank latest on T + 1 day.
4	<b><u>Unified Payment Interface (UPI)</u></b>  Account debited but the customer account is not credited (transfer of funds).	If unable to credit the customer account, auto reversal by the customer bank latest on T + 1 day.
	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.
5	<b><u>National Automated Clearing House (NACH)</u></b>  Delay in crediting customer's account or reversal of amount.	Customer bank to reverse the uncredited transaction within T + 1 day.

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	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such a debit. Resolution to be completed within T + 1 day.
6	<p><b>Pre-paid instruments (PPIs)- card/ wallets</b></p> <p><u>Off-Us transaction</u></p> <p>The transaction will ride on UPI, card network, IMPS as the case may be. The turnaround time and compensation rule of the respective system shall apply.</p> <p><u>On-Us transaction</u></p> <p>Customer PPI not credited.</p> <p>PPI debited but transaction confirmation not received at merchant location.</p>	<p>Reversal effected in remitter's account within T + 1 day.</p>

### Level 1 Support

Complaints can be either made by the customer or the merchant. The Customer or merchant can send a mail to [support@aggrepay.in](mailto:support@aggrepay.in) with the specific issue related to their

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grievance. The customer/merchant should provide all the necessary details related to the grievance. Aggrepay shall respond within 3-5 (Three to Five) days and may request more information regarding the complaint. If unsatisfied with the outcome then the customer/merchant can go to level 2 support.

### **Level 2 Support**

Customers/merchants who are not happy with level 1 support can redress their grievances to level 2 support by sending a mail to [complaints@aggrepay.in](mailto:complaints@aggrepay.in). For level 2 support, Aggrepay usually takes 5- 7 (Five to Seven) days to respond. A customer/merchant aggrieved by the resolution provided in level 2 support can escalate the case to level 3 support.

### **Level 3 Support**

Customer/merchants who are not happy with level 2 support can redress their grievances to level 2 support by sending a mail to [nodalofficer@aggrepay.in](mailto:nodalofficer@aggrepay.in). The turnaround time for support is 0-2 (Zero to Two) days and resolution time is 7 (Seven) days.

### **Dispute Resolution Mechanism**

**Customers of Aggrepay can raise disputes through the following process:**

- Different transaction amount
- Request is made for the copy of the receipt
- Transaction Mode
- Transaction Amount
- Merchandise is defective or damaged
- Alleged fraudulent transaction investigated by the acquiring bank
- Multiple charges made on the same order
- Merchant agreed to issue refund on merchandise returned or for any other reason
- Merchandise not as advertised
- Customer has not authorised the transaction

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- Merchandise has not been delivered
- Cardholder is not in possession of the card for carrying out the transaction
- Services are not received from the merchant
- Cancelled order
- Customer has used another method for making the payment.

## Management of Disputes

### Disputes are handled by Aggrepay in the following process:

Documents- Aggrepay shall ask for any supporting documents with which a formal investigation shall be carried out.

Resolution- Aggrepay shall either close the dispute in the merchant's favour or allow chargeback to the customer. The status of the dispute shall be either open, closed, chargeback and open and hold.

In case a dispute is kept as open and a chargeback is created to the customer, then the dispute shall be labelled as closed. If resolved in the favour of the merchant, then the status shall be changed from open to closed.

Any cases which are kept on Open and Hold shall be provided with a tentative date of completion from the investigation. Any case which is closed shall not be reopened again for investigation.

### Types of resolutions arrived at by Aggrepay

- When the time limit set for the '**Open and Hold**' case is over and the dispute status has not changed, Aggrepay shall release the amount held against the dispute and close the dispute.
- After further investigation, when Aggrepay changes the status for the '**Open and Hold**' case to '**Chargeback**', the amount set aside for resolution (the balance amount

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payable) is treated as the chargeback amount and debited from the merchant's account in favour of the customer.

- When Aggrepay changes the status for the '**Open and Hold**' case to '**Closed**', the amount shall be credited to the merchant account.

### **Refund Processing Timelines**

In cases of queries related to the cancellation of orders/refunds/returns the customer should directly contact the merchant and follow instructions as specified in the return/refund/cancellation policy on the merchant website. Please note that since AggrePay is a payment aggregator, AggrePay only facilitates online payments for merchants. AggrePay does not handle shipping or order dispatch.

In cases of failed transactions, an order not generated at the time of transaction on merchant's website or refund is initiated, then the customer should get the credit in its bank account within 5-7 (Five to Seven) business days. In case the customer has not received the amount, the customer has to contact the merchant for further details, as the refunds are initiated from Merchant's end.

In case the merchant declines to process the refund to the customer for cases where services/products were not delivered by the merchant, the customer may contact AggrePay for resolution on the same.

### **Policy Effective Date**

This Policy of Aggrepay is effective on July 28 2020.

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