

Grievance Policy

VERSION 1.2

Paul Merchants Finance (P) Ltd. (PMFPL)
PML HOUSE, SCO 829-830, Sector 22A, Chandigarh 160022 India

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DOCUMENT CONTROL PAGE

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Issue / Revision History

Ver. No.	Description	Prepared / Revised By	Reviewed by	Approved by	Issue / Revision Date
1.0	Policy Document	Principle Officer	Operations Head	Board of Directors	26/02/2022
1.1	Policy Document	Principle Officer	Operations Head	Board of Directors	20/01/2023
1.2	Policy Document	Principle Officer	Operations Head	Board of Directors	20/01/2025

In today's competitive era and constantly evolving business, we at Paul Merchants Finance Private Limited ('Company') take pride in keeping our customers at the centre of all our strategies and initiatives, and are committed to deliver best in class customer services to all our existing and new customers at all times.

As a service organization we promote "Excellence in Delivery" and hence feedback from our valued customers forms an integral part of all decisions taken by the Company. The feedback provided by our customers is treated as an asset to the Company, evaluated and customized to improve our products and services.

This policy document aims at communicating the various mechanisms available for our customers to reach out to us, our service guarantee and timelines by which we will try and ensure resolution to our customer concerns.

Our Principles:

- Customers remain the Key focus for all initiatives and strategies developed in the Company.
- "Delighted" Customers are a necessity for business growth and survival.
- Our Customers and their Feedback is treated as the most valuable asset for the organization, forming the foundation for development and innovation.
- We endeavour to simplify our customer's life through our innovations and product offerings.
- Constantly evolve and invest in our grievance redressing systems for a seamless service delivery.

Our Promise:

- All grievances will be dealt with, promptly and courteously.
- We promise to resolve any or all issues faced by our customers effectively and within the communicated time frame.
- All Service Level Agreements and turnaround time for each third party transaction would be published on our website.
- The Company has a dedicated team to manage customer queries and ease out grievances, if any.
- We Value Feedback from our customers.

All customers have the right to share their feedback or complaint in case they find our services are not meeting their expectations or are dissatisfied with any interaction with any of our staff members.

Our customers can inquire, insist, or complain through following mediums:

- **Phone - Customer Engagement Centre:** Our customers can call us at Toll Free Help Line: 18001371333 or +91-9815535550 (24x7)
- **Email - Customers can e-mail us at care@paulfincap.com.**

- Contact us (Contact Us section) - Customers have the facility of contacting us on 'Contact Us Section' at our website <http://paulpay.in>. There are also "Contact Us Sections" in our app (Android, iOS).

These aforesaid mechanisms are dedicated for redressing our customer complaints, providing online resolution wherever possible, and capturing valuable feedback regarding our services.

On receiving customer feedback/complaint/query, our executives would reach out to the customers and ensure that all grievances are redressed within a stipulated time period mentioned below (Customer Resolution Timeline).

If the complaint is not resolved within the given timelines or the response is unsatisfactory the customer can choose to escalate the concern to our level 2 escalation officer, with relevant details such as Complaint Reference Number provided at the time of raising the initial complaint. The escalation methodology is mentioned in this policy under the Escalation Section.

Note- Escalations without a complaint reference number will not be treated as complaints.

Customer Resolution Timelines

- Acknowledgement of Grievances:
 - Customer Engagement Centre team will acknowledge the grievance immediately on the receipt of complaint in the form of : -
 - Auto response in case of Emails or Contact us section, or
 - Answering the calls at the call centre, or
- In all the scenarios a reference number would be provided for all future communication around the particular complaint.
- All complaints would be closed based on the customers' feedback only and acceptance of closure.
- Any complaint once initiated by the Customer shall be resolved **within 48 hours and not later than 30 days** from the date of receipt of such complaint/ grievance.

Customer Grievance Redress Escalation:

As "Customer Delight" our priority, we are committed to provide Best Payment Solution Experience to all our customers.

Level 1	Call helpline number for general enquiries or complaints
	Help Line: 18001371333 or +91-9815535550 Email :- care@paulfincap.com Or write us at Paul Merchants Finance Pvt. Ltd. Ground Floor SCO 829-830, Sector 22-A Chandigarh Postal Code:160022
	Due to any specific reason if the resolution needs additional time, Paul Merchants Finance (P) Ltd team will inform the reason for delay to the customers and provide an estimated timeline for resolution of the complaint.

	<p>In case the customer is not satisfied with the response from customer service executive or did not get any reply within 2 days the complaint can be escalated to Level 2</p>
Level 2	<p>Ms. Aarzoo Sharma – Executive – Customer Support</p> <p>Email : bd@paulfincap.com</p> <p>Contact :- 9875942928</p> <p>Write to us: Customer Service Department, PaulPay, Paul Merchants Finance Private Limited, Ground Floor, SCO 829-830, Sector 22-A, Chandigarh-160022</p> <p>All escalations received with the required details such as reference number provided at Level 1, contact details (both phone & email) would be addressed within forty eight (48) working hours up to a max of seven (7) days in special cases pertaining to third party transactions.</p> <p>In case the customer is still not satisfied with the resolution provided or delay in response beyond the timelines communicated at Levels 1 & 2 respectively, the customer can escalate the concern to the highest level.</p>
Level 3	<p>Mr. Robin John – AVP – Customer Grievance Dept.</p> <p>Email : Email ID: Robin.john@paulmerchants.net</p> <p>Contact : 9875942930</p> <p>Write to us: Head – Customer Grievance Department, Paul Pay, Paul Merchants Finance Private Limited, Ground Floor, SCO 829-830, Sector 22-A, Chandigarh-160022</p> <p>On receiving the escalation, the complaint will get acknowledged within twenty four (24) working hours. Post acknowledgement, resolution will be provided up to a maximum of seven (7) working days. Please remember that all complaints will be considered at this level only if the complaint number given in level 1 of the complaint is written in the complaint.</p>

Nodal Officer: Mr. Shaibu Cherian
info@paulfincap.com
+0172-5292644

Integrated Ombudsman Scheme

If the complaint is not resolved to the satisfaction of the customers by Paul Merchants Finance (P) Ltd, customers reserves a right to register the complaint with **‘the Reserve Bank – Integrated Ombudsman Scheme, 2021’** for grievance redressal. https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf

Customer Limited Liability in case of Unauthorised PPI Transaction

A Customer’s Liability arising out of an unauthorised payment transaction will be limited to:

Sr. No.	Particulars	Maximum Liability of Customer
(a)	Contributory fraud / negligence / deficiency on the part of the Paul Merchants Finance (P) Ltd, irrespective of whether or not the transaction is reported by the Customer.	Zero Liability
(b)	Third party breach where the deficiency lies neither with the Paul Merchants Finance (P) Ltd nor with the customer but lies elsewhere in the system, and the customer notifies the Paul Merchants Finance (P) Ltd regarding the unauthorised 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 Paul Merchants Finance (P) Ltd and the reporting of unauthorised transaction by the customer to Paul Merchants Finance (P) Ltd	
	Within three days*	Zero Liability
	Within 4 to 7 days*	Transaction value or Rs. 10,000/- per transaction, whichever is lower
	Beyond seven days*	100% Transaction value
(c)	In cases where the loss is due to negligence by a customer, such as where he / she has shared the payment credentials, the customer will bear the entire loss until he / she reports the unauthorised transaction to Paul Merchants Finance (P) Ltd. Any loss occurring after the reporting of the unauthorised transaction shall be borne by Paul Merchants Finance (P) Ltd.	
(d)	Paul Merchants Finance (P) Ltd may, at its discretion, decide to waive off any customer's liability in case of unauthorized electronic payment transactions even in the cases of customer negligence.	

**The number of days mentioned above shall be counted excluding the date of receiving the communication from the Paul Merchants Finance (P) Ltd.*

Any complaint related to unauthorised transaction shall be resolved within 90 days from the receipt of the complaint and the customer be compensated as per the chart mentioned above. If the Company fails to resolve the complaint or determine the customer liability if any within 90 days, the amount mentioned in the Customer Liability Chart above shall be paid to the customer irrespective the negligence is on the part of customer or otherwise.

Turn Around Time (TAT) & Customer Compensation on Failed Transactions - Prepaid Payment Instruments (PPIs) – Cards / Wallets (including through UPI's)

It shall be the liability of the Company to refund the said amount debited from the customer's Wallet/ card/ Bank Account/ UPI within the stipulated time limit mentioned below provided the customer is using the same payment instrument. If the amount is not refunded to the Customer, Company shall abide by the Customer compensation mentioned below.

S. No.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
1.	Prepaid Payment Instruments (PPIs) – Cards / Wallets		
1.1	Off-Us transaction		
	The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.		
1.2	On-Us transaction		
	Beneficiary's PPI not credited. PPI debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
2.	Unified Payments Interface (UPI)		
2.1	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
2.2	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.