

## **Transcorp Customer Grievances Redressal Policy**

Transcorp believes in providing excellent and transparent approach in customer service and support to sustain and achieve business growth. As a service provider industry, customer service and customer satisfaction are the prime concerns of Transcorp and the object of this policy is to minimize instances of customer complaints through proper service delivery and review mechanism and prompt redressal of various types of Customer Grievance Redressal Policy customer complaints. Customer's satisfaction is our main objective and we strive to build healthy customer relationship and deliver excellent service throughout.

Our Grievance Redressal Policy aims at minimizing instances of customer complaints and grievances through proper service delivery and prompt redressal of customer grievances.

As required under the applicable RBI Guidelines, Transcorp has developed a procedure for promptly attending to grievances of the customers in respect of various issues. This is done by setting up a "customer support" and a "grievance redressal mechanism". Transcorp policy on grievance redressal follows the under noted principles;

- Transparency at all times in the process.
- A courteous and fair treatment to our customers at all times.
- Free and easy approach by the users in case of any concerns.
- A prompt and timely response towards all and any issues/concerns raised by the customers.
- Customers are informed about the channels to escalate their complaints, concerns and grievances within Transcorp if they are not satisfied with the resolution of their complaints.
- The Transcorp values each customer equally and will take care of all complaints efficiently and fairly.
- All employees at Transcorp must work in good faith and without prejudice to the interests of the users.
- The Transcorp constantly works towards achieving newer and smarter mechanisms to receive and redress customer grievances. The details of grievance redress mechanism are placed in the domain of public knowledge.

### **Escalation Matrix**

#### **FOR ALL SERVICE RELATED QUERY**

##### **Level 1:**

For Service related issues a customer may Call us at customer care number 7597182222 24 x 7.

A specific complaint/ticket number shall be issued and the customer for future reference. The Transcorp team shall response within 48 hours

**Level 2:**

The customer may also write to us at [cards@transcorpint.com](mailto:cards@transcorpint.com), in case the issue stands unresolved.

**Level 3:**

The customer may escalate the issue to

Nodal Officer- Mr. Mayank Aggarwal  
Transcorp International Limited  
Plot No. 3, HAF Pocket, Sector 18A, Dwarka, Phase-II, New Delhi-110075  
Email: [nodalofficer@transcorpint.com](mailto:nodalofficer@transcorpint.com)  
Phone- 011-30418901

**FOR COMPLAINTS AND CHARGEBACK RELATED ISSUES**

**Level 1:**

The customer shall write to us at [cards@transcorpint.com](mailto:cards@transcorpint.com)

**Level 2:**

The customer may escalate the issue to

Nodal Officer  
Transcorp International Limited  
Plot No. 3, HAF Pocket, Sector 18A, Dwarka, Phase-II, New Delhi-110075  
Email: [nodal.officer@transcorpint.com](mailto:nodal.officer@transcorpint.com)

We recommend our customers to send us their query/grievance by logging through Transcorp account and using the 'Help and Support' section. It is also recommended that the customer writes complaint reference number provided by our customer care team in all further communication with us regarding a particular issue. This enables us to get more details about the customer and the query quickly and helps to resolve the query faster.

Estimated time taken to address your queries, concerns, complaints

Suitable timelines have been set for every complaint depending upon nature of queries and the investigations lead time which would be involved in resolving the same. Here are the estimated timelines at various levels of queries/escalations;

- First response to a user's query/ concern - 48 hrs
- Follow-up queries - 72 hrs

- Escalated cases- 7 days
  - In all other cases- 15 days to 30 days (max)
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### ***CUSTOMER SUPPORT VISION***

We strive to achieve high standards of customer support. Our customer support goals revolve around one basic concept – customer satisfaction is more important than commercial interests.

Our belief is that even if we have a single dissatisfied customer, we have not maintained our quality standards. This is why we constantly look for opportunities to improve our quality management process. We regularly upgrade to advanced technologies so that we can minimize instances of complaints. Also, our processes push a sense of high customer responsibility into our corporate culture.

### ***SUPPORT STAFF TRAINING***

To create this kind of corporate culture, we strictly follow a multi-step process of training our expanding team that manages customer support.

We encourage all our customers to contact us, so that we can understand and assist them with their concerns.

### ***OUR RESPONSE TIME***

The following is a tabular representation of our turnaround time for specific types of queries:

#### **TYPE OF QUERY / CONCERN**

#### **TURNAROUND TIME (IN BUSINESS DAYS)**

Crediting meal vouchers / medical reimbursements

2 days

Uncaptured payment refund

2 days

Bill review

2 days

Merchant suggestion

3 days

Merchant settlement

3 days

IMPS/NEFT Out Refund

7 days

Auto revert of unsettled Rupaycard payments

15 days

Our customer grievance redressal policy focuses on collecting valuable feedback from our customers. Our policy also assigns relevant authorities to address our customers' queries and concerns. Please contact us at [feedback@transcorpint.com](mailto:feedback@transcorpint.com) for giving your valuable feedback.

**Policy on enhanced customer protection and for reporting if unauthorized payment transactions by customer and liability of various parties related to the unauthorized payment transactions**

The company will establish all the required systems and will educate the customer on measures to avoid the unauthorized payment transactions.

The policy will be applicable on all categories of PPIs including:-

- i. Remote / Online payment transactions (transactions that do not require physical PPIs to be presented at the point of transactions e.g. wallets, card not present (CNP) transactions, etc.).
  
- ii. Face-to-face / Proximity payment transactions (transactions which require the physical PPIs such as cards or mobile phones to be present at the point of transactions e.g. transactions at Point of Sale, etc.).

**Reporting of unauthorised payment transactions by customers to the company**

- i. The systems will be made to ensure that the customers mandatorily register for SMS alerts and register for e-mail alerts, for electronic payment transactions.
  
- ii. The SMS alert for any payment transaction in the account shall mandatorily be sent to the customers and e-mail alert may additionally be sent, wherever registered. The transaction alert will have a contact number and / or e-mail id on which a customer can report unauthorised transactions or notify the objection.
  
- iii. Customers shall be advised to notify the company of any unauthorised electronic payment transaction at the earliest and, shall also be informed that longer the time taken to notify the company, higher will be the risk of loss to the company / customer.
  
- iv. To facilitate the customer service the company shall provide customers with 24x7 access via website / SMS / e-mail / a dedicated toll-free helpline for reporting unauthorised transactions that have taken place and / or loss or theft of the PPI.

v. A direct link for lodging of complaints, with specific option to report unauthorised electronic payment transactions shall be provided by company on mobile app / home page of the website / any other evolving acceptance mode as and when decided.

vi. The loss / fraud reporting system so established shall also ensure that immediate response (including auto response) is sent to the customers acknowledging the complaint along with the registered complaint number. The communication systems used by company to send alerts and receive their responses thereto shall record time and date of delivery of the message and receipt of customer's response, if any. This shall be important in determining the extent of a customer's liability. On receipt of report of an unauthorised payment transaction from the customer, company shall take immediate action to prevent further unauthorised payment transactions in the PPI.

### **Limited liability of a customer**

A customer's liability arising out of an unauthorised payment transaction will be limited to following

<b>S. No.</b>	<b>Particulars</b>	<b>Maximum Liability of Customer</b>
(a)	Contributory fraud / negligence / deficiency on the part of the Company (irrespective of whether or not the transaction is reported by the customer)	Zero
(b)	Third party breach where the deficiency lies neither with the company nor with the customer but lies elsewhere in the system, and the customer notifies the Company 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 the company and the reporting of unauthorised transaction by the customer to the PPI issuer (Company) -	

	i. Within three days#	Zero
	ii. Within four to seven days#	Transaction value or ₹10,000/- per transaction, whichever is lower
	iii. Beyond seven days#	Up to 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 the Company. Any loss occurring after the reporting of the unauthorised transaction shall be borne by the Company.	

*# The number of days mentioned above shall be counted excluding the date of receiving the communication from the Company.*

The above shall be clearly communicated to all PPI holders.

#### **Reversal timeline for zero liability / limited liability of a customer**

On being notified by the customer, the company shall credit (notional reversal) the amount involved in the unauthorised electronic payment transaction to the customer's PPI within 10 days from the date of such notification by the customer (without waiting for settlement of insurance claim, if any), even if such reversal breaches the maximum permissible limit applicable to that type / category of PPI. The credit shall be value-dated to be as of the date of the unauthorised transaction.

Further, the company shall ensure that a complaint is resolved and liability of the customer, if any, established within 90 days (maximum) from the date of receipt of the complaint, and the customer is compensated as per above policy. In case the company is unable to resolve the complaint or determine the customer liability, if any, within 90 days, the amount as prescribed above shall be paid to the customer, irrespective of whether the negligence is on the part of customer or otherwise.