

CUSTOMER PROTECTION/GRIEVANCE POLICY

We, at LivQuik Technology (India) Private Limited (“LivQuik” or “We”) value all our customers, and assure a sincere and transparent approach with all our customers. For the convenience of our customers and to offer optimum support, we have set up a grievance redressal mechanism and implemented this Grievance Policy for our prestigious customers (“Grievance Policy”). This Grievance Policy aims at minimizing instances of customer complaints and grievances through proper channelized approach, review mechanism and prompt redressal of all customer grievances.

We understand that customer grievances could come in various circumstance like a gap in the promised and delivered service levels. And also due to the genuine technical or communicative errors in the system. Customers have complete authority to share feedback / raise a complaint if they are disappointed with the services rendered by LivQuik. They can highlight or escalate their complaint / feedback / suggestions in writing, via email, calls to our Customer Support number or on our website www.LivQuik.com. If a customer’s dilemma is not resolved within the given time or if they are dissatisfied with the solution/resolution offered by LivQuik, they may approach our tiered redressal system with their complaint or other legal avenues available for grievance redressal. In order to make LivQuik redressal channels more effective and meaningful, a structured system has been put in place. This system will ensure that the complaints are redressed seamlessly and well within the committed timeframe.

For the purpose of this Grievance Policy, (i) a customer means user of LivQuik powered by LivQuik; and (ii) a grievance means any gap in the promised and delivered service levels which may be technical or communicative errors.

PRINCIPLES GOVERNING THIS GRIEVANCE POLICY:

1. All initiatives and strategies developed by LivQuik are made with the customer as the prime focus.
2. Prompt and efficient customer service is essential for business growth.
3. Constantly devising newer and smarter mechanisms to receive and redress customer grievances.
4. The details of grievance redress mechanism to be placed in the domain of public knowledge (website).

5. All employees at LivQuik must work in good faith and without prejudice to the interests of the Customers.
6. The grievances will be dealt with promptly and courteously.
7. LivQuik promises to rectify any issue faced by a customer effectively and in a timely manner.
8. All customers are to be treated fairly and equally at all times.
9. Customers should be informed about the channels to escalate their complaints, concerns and grievances within LivQuik.

TEAM SENSITIZATION ON HANDLING COMPLAINTS

Our teams undergo regular training to ensure that consumer's queries and grievances are handled in an appropriate manner. They are encouraged to work in a manner which helps us in offering a first time resolution and in turn build the consumer trust and confidence. This reflects in both the operations as well as the customer communications.

UPDATING OF GRIEVANCE REDRESSAL MECHANISM

At LivQuik, the customer experience is what we focus on and constantly analyse and implement the feedbacks received. Therefore, a mechanism has been instated for analysis and requisite working towards rectification of any concerns identified within the system at the root level. This helps in improving the overall quality of the service levels continually.

Note * Customer can lodge their complaint 24*7.

MANNER OF REGISTERING COMPLAINTS

At LivQuik, we love to hear from our customers- be it a feedback or a complaint. We truly believe and follow that customer satisfaction is our priority.

Level 1:

The Customer can lodge a complaint in the following ways:

A. By dialing Phone number +91 8080810099 which can be contacted between 06:00 AM to 11 PM, 7 Days working

B. By using the In-App Chat system provided in the LivQuik mobile applications

C. Sending an e-mail to – support@livquik.com

*A representative will acknowledge the grievance immediately on the receipt of complaint and initiate action to have the grievance resolved within 48 business hours.

*The customer will also be kept informed of the action taken, the progress while redressing grievances, and/or, the reasons for delay if any, in redressing.

*The follow up action taken in respect of such complaints shall be advised to customers by e-mail.

Level 2:

If customer is still not satisfied with the resolution received, or if customer does not hear from us within specified time limit he/she can escalate the issue by complaining to below person:-

Mrs. Sayali Rane
Head Operations (Payments Business)
LivQuik Technology (India) Private Limited
Unit No.206, B-Wing, Supreme Business Park, Hiranandani Gardens, Powai, Mumbai-400076

sayali.rane@livquik.com

She will ensure that the complaint is resolved within seven (7) business days of registering the complaint.

Level 3:

If customer is still not satisfied with the resolution received, or if customer does not hear from us within specified time limit after following the above mentioned escalation steps, he/she can escalate the issue by complaining to:-

Mrs. Anusha Jaiswal
VP- Business Development
LivQuik Technology (India) Private Limited
Unit No.206, B-Wing, Supreme Business Park, Hiranandani Gardens, Powai, Mumbai-400076

LivQuik Technology (India) Private Limited

anusha@m2p.in

She will ensure that the complaint is resolved not later than 30 days from the date of receipt of such complaint / grievance

We will ensure that the highest resolution priority is given to escalation cases.

It is recommended that the customer writes his complaint reference number provided by our customer care team in all further communication with us regarding a particular issue. This will enable us to resolve the query faster and in an efficient way.

Write to Nodal Officer

Name of the Nodal Officer: Mr. Balamurugan V

Contact Number: +91 9819 486 453

E-mail: nodalofficer@livquik.com

Address for Correspondence: LivQuik Technology (India) Private Limited

Unit No.206, B-Wing, Supreme Business Park, Hiranandani Gardens, Powai, Mumbai-400076

Fraud Management Policy Purpose:

LivQuik Technology (India) Private Limited is committed to minimising financial crime and in particular to preventing, detecting, investigating and reporting fraud. LivQuik conducts its business with honesty and integrity and as a result promotes an organisational culture from the top down that will not tolerate any act of fraud. This policy is designed to reduce the risk within LivQuik of fraud and other criminal acts being committed by employees, customers, suppliers and all other stakeholders and if such acts are committed, such acts then going unreported. This policy applies to all persons employed or engaged by LivQuik and all suppliers and customers. All staff are required to read and demonstrate they understand the policy.

Fraud Management:

LivQuik will monitor each Deposit made into LivQuik Account to monitor high-risk & fraudulent transactions for which LivQuik has setup its own Risk Rules. If your deposit is classified as a high-risk transaction or is suspected of fraud, LivQuik will place a hold on the deposit and may ask you for more information on you and your funding source. LivQuik will conduct a review and either clear or cancel the deposit. If the deposit is cleared, LivQuik will notify you and update your LivQuik Account. Otherwise, LivQuik will cancel the deposit and the funds will be forfeited by LivQuik. The said

funds will be refundable only to source account upon valid demand raised by holder of source account. LivQuik will notify you by email and/or in the account history tab of your LivQuik account if the deposit is cancelled. Further if Complaint is raised by customer with cyber-crime cell. The said fraudster account will be blocked immediately after intimation to LivQuik and outstanding amount in wallet will be refunded back to source within 7-10 working days. All information related to that wallet will be provided to cyber-crime cell for further investigation.

Turn Around Time (TAT) and customer compensation for failed transactions via LivQuik Payment Aggregation Service

Sl. no.	Description of the incident	Auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
1. Card Transaction			
a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u> Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.
2. Unified Payments Interface (UPI)			
a	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.
b	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.
3. Prepaid Payment Instruments (PPIs) – Cards / Wallets			
a	<u>Off-Us transaction</u> The transaction will ride on UPI, card network, IMPS, etc., as the case may be.		
b	<u>On-Us transaction</u> 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.