

Dreampurse Technologies Private Limited
Policy on Customer Grievance Redressal

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1. Introduction

Dreampurse Technologies Private Limited (formerly known as Hip Bar Private Limited ('Hipbar')) (hereafter referred to as '**the Company**', or '**Dreampurse**', or '**CRED Wallet**') offers prepaid payment instrument ('PPI') in accordance with Reserve Bank of India Master Directions on Prepaid Payment Instruments, dated August 27, 2021 ('**PPI Guidelines**').

The Company is committed towards facilitating best in class services to its PPI customers and offering quick and efficient response to queries raised by its customer. In order to do so, the Company has put in place an efficient customer grievance redressal framework so that any complaints/ grievances can be resolved in a hassle-free manner. The Company intends to work on its strengths to resolve customer grievances, and would like to implement a feedback loop to address areas of improvements in the process. The Company will work towards delivering all the services in a timely manner and in an efficient way.

As per the PPI Guidelines, PPI entities are required to establish a comprehensive framework to resolve all customer complaints and put in place a Customer Grievance Redressal Policy ('**the Policy**'). The Company will also remain in compliance with the Reserve Bank - Integrated Ombudsman Scheme, 2021 (as amended from time to time). The Company has put in place the Policy which is duly approved by the Board of Directors ('**the Board**'). This policy shall also apply to existing Hipbar customers.

2. Key Definitions

- **Customer:** Any individual that holds a PPI issued by the Company and shall include existing Hipbar customers.
- **Grievance:** Any communication expressing inadequate level of service, any inadequacy regarding our product, service or process, including any complaints. Communication intended to provide feedback or provide explanation will not be regarded as complaints or grievances.

3. Objectives

The objective of the Policy is to set a robust framework for receiving, handling, and resolving Customer complaints in respect of the services offered to the Customers.

The Company has adopted the Policy keeping in mind the following customer service principles:

- Customer as the centre of all the initiatives and strategic developments at the Company.
- 'Satisfied' customer is the basic requirement for successful business growth.
- The Company intends to offer a dedicated team to resolve Customer complaints in a timely and efficient manner.

Considering the Customer service principles, the Company has outlined the following broad objectives for handling Customer complaints/ grievances:

- Provide the highest level of Customer satisfaction.
- Foster trust and confidence among our Customers.
- Enable a systemic way of documenting, managing, and resolving Customer grievances.
- Strive for continuous improvement through feedback.

4. Grievance Redressal Mechanism

The Company has created a framework for customer grievance redressal mechanism for the PPI services provided by the Company. Customer grievance redressal options are made easily accessible to the Customer to ensure that the Customers are aware of the possible avenues to raise and find a solution for their Grievance or query. The Policy will also be made available on the website of the Company. The below framework outlines the process of customer grievance redressal mechanism:

4.1 Registration of Complaint

Customers will be able to raise Grievances through any of the following channels:

- **Email:** Customers can register their Grievance on support@dreampurse.in to raise their issues and concerns.
- **In-app support:** Customers can access support through the Settings option on the wallet page followed by selecting 'Contact Support'.
- **Call:** Customers can reach the Company through phone at 080 – 62752800.

While raising a Grievance, the Customer must also provide the following information: (i) Customer's complete name; (ii) Customer's registered phone number; (iii) Customer's registered email address; and (iv) details of the Grievance.

4.2 Acknowledgment and Closure of Grievance

Once a Grievance has been received by the Company through any of the specified modes above, the Company will process the request in an unbiased manner, as per the following steps.

1. An acknowledgment will be shared with the Customer with the receipt capturing the unique reference number assigned to the Grievance. The Grievances which can be answered and resolved by a phone call will be addressed immediately and the same shall be documented. In case additional information is required, such information shall be sought as soon as possible from the Customer in order to resolve the Grievance.
2. The Company's resolution process is multi-level. Based on the complexity of the matter and satisfactory resolution of the Grievance, the Company has avenues that allow the Customer to escalate the Grievance. The following table provides the details of the same.

Sl. No	Level	Details	TAT
1.	Level 1- Customer Service Agent	The complaint can be lodged via the options specified in 4.1 above.	Acknowledgement within 24 hours and resolution within 5 working days. In the event of fraud related Grievances, it may take

			the Company longer to investigate with multiple partners and agencies, the Customer shall be updated on the timelines throughout the investigation.
2.	Level 2-Appeal to grievance desk	The Customer can send an email to the Grievance Officer at grievanceofficer@dreampurse.in	Acknowledgement within 24 hours and resolution within 3 working days.
3.	Level 3-Escalation to Nodal Officer	The Customer can send an email to the Nodal Officer at pno@dreampurse.in	Acknowledgement within 24 hours and resolution within 3 working days.
4.	RBI Ombudsman	<p>The Customer may approach the RBI Ombudsman through its Complaint Management System portal if the Grievance is not resolved at the Company level.</p> <p>Complaint lodging portal of the Ombudsman: https://cms.rbi.org.in/</p> <p>Toll-Free PNo: 14448</p> <p>Email ID: crpc@rbi.org.in</p> <p>For more details please visit: https://www.rbi.org.in/Scripts/BS_PressRel</p>	

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The above timelines are indicative, and the Company shall endeavour to resolve the Grievances within the said timeline. In case any level takes more than the specified resolution time, the Customer will be intimated accordingly and kept updated on the progress / status of the escalation on a periodic basis till such time that the Grievance is not resolved. In any event, the Company shall endeavour to resolve the Grievance within 30 days of receipt of the Grievance.

3. With respect to failed transactions, the timelines followed shall be in compliance with RBI's circular on Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems dated September 20, 2019 as may be applicable to the Company.
4. A Grievance will be marked as resolved/ complete only post successful resolution of the Grievance. However, the Company will treat a Grievance as closed in case a Customer fails to provide any additional information sought within 7 calendar days of such information being sought by the Company from the Customer for the resolution of the Grievance.
5. The Nodal Officer will be responsible for the overall monitoring and resolution of complaints in the Company.
The details of the Nodal Officer are as follows:
Name: Ranjith T
Address: No. 769 and 770, 100 Feet Road, 12th Main, HAL 2nd Stage, Indiranagar, Bengaluru, Karnataka, India - 560008
Email: pno@dreampurse.in
6. The Company will keep the sanctity of the information pertaining to the Grievance and will share the same with the regulated authorities only on need basis. The Company shall keep a record of the Grievances received and resolved.

4.3 For Unauthorised Transactions

It shall be the responsibility of the Customer to notify the Company of any unauthorised electronic payment transaction at the earliest and, the longer the time taken to notify the Company, the higher will be the risk of loss to the Company / Customer. The Company has made available a 24x7 helpline for this. The Customer can contact support@dreampurse.in and/ or 080 – 62752800 for this purpose. The Customers can also lodge a complaint directly via contacting support on the mobile application.

The loss / fraud reporting system shall send an immediate response (including auto response) to the Customers acknowledging the complaint along with the registered complaint number. The communication systems used by the Company to send alerts and receive their responses shall record time and date of delivery of the message and receipt of Customer's response, if any, to determine the extent of a Customer's liability. On receipt of a report of an unauthorised payment transaction from the Customer, the Company shall take immediate action to prevent further unauthorised payment transactions in the PPI.

A Customer's liability arising out of an unauthorized payment transaction will be limited to:

S. No.	Particulars	Maximum Liability of Customer
(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 unauthorized 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 unauthorized transaction by the Customer to the 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 [#]	Shall be determined by the Company on a case-to-case basis.
(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 unauthorized transaction to the Company. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the Company.	
(d)	The Company may also, at its discretion, decide to waive off any Customer liability in case of unauthorized electronic payment transactions even in cases of Customer negligence.	

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

Liability of the Customer, if any, shall be established within 90 days from the date of receipt of the complaint, and the Customer shall be compensated as per the provisions above.

5. Customer Awareness

The Company will conduct campaigns to promote secure digital payment practices, emphasising customer awareness of their rights and responsibilities. These efforts will highlight the risks of sharing sensitive details like User ID, password, PIN, card number, CVV, and OTP. Customers will be advised against SIM swapping and clicking on suspicious links, and encouraged to keep their contact information up-to-date for receiving transaction alerts.

6. Maintenance of Records

The Company will preserve all the records pertaining to the Customer grievance redressal mechanism including Grievance details, status, resolution provided, date of complaint and closure, and any other information as required by under applicable law. Information pertaining to the grievances including volumes, aggregate value involved etc. will be kept under the supervision of the Nodal Officer and will be presented to the Board as and when required. The Company shall report regarding the receipt of complaints and action taken status to the Regional Office of DPSS, RBI as per the format specified in the PPI Guidelines on a Quarterly basis by the 10th of the following month or as required under applicable law.

Grievances of critical importance will be discussed with the senior management and if required with the Board.

The Board shall periodically review the unauthorised electronic payment transactions reported by Customers or otherwise, as also the action taken thereon, the functioning of the grievance redressal mechanism and take appropriate measures to improve the systems and procedures

7. Review of the Policy

The Company will review the Policy at least annually or else if there are any changes in the applicable regulations. Any update/ changes in the Policy will be approved by the Board of the Company and communications will be made to the relevant stakeholders.