

Customer Grievance Redressal Policy

Objectives and Scope

This policy outlines a structured grievance redressal mechanism available to customers, regulators, and other parties for escalating their complaints to obtain a resolution. Crystal Pay strives to provide best-in-class service delivery and has a dedicated customer care team that operates 24X7 for addressing such complaints.

Redressal Matrix

Type	Name & Contact Details	Remarks
Level 1	Customer Care Team support@crystalpay.in 800 661 2222	Crystal Pay Customer Care team will acknowledge the complaint with a ticket number Response/Resolution TAT – Please refer the product-wise timeline for 1st level resolution as enclosed If a case needs extra time, Crystal Pay customer care team will inform the same along with reasons to the customer.
Level 2	Senior Support Team crystalpayoffice@gmail.com 800 665 2222	In case Level 1 resolution is not satisfactory, customer can escalate the same to the Senior Support Team Note: Ticket number of 1st level and email response from Grievance team is mandatory Response/Resolution TAT – 5 Working Days
Level 3	Grievance Redressal Team compliance@crystalpay.in 9410 6666 36	In case Level 2 resolution is not satisfactory, customer can escalate the same to the Grievance Redressal Team Note: Unresolved ticket number of 1st level is mandatory. For regulatory authority, law enforcement agencies or Partner service providers can skip previous levels and directly send a mail to the Grievance Escalation Team. Note: Calls to the Grievance Redressal team shall be attended on (working days) Monday to Friday between 10.30 A.M to 6.30 P.M Response/Resolution TAT – 5 Working Days
Please Note: a. Customers are advised to follow the hierarchy of the redressal matrix. Skipping levels in the redressal matrix may lead to failure in acknowledgement and resolution of grievances. b. Customers are strictly advised to refrain from reporting disputes on social media platforms for security purposes.		

****Regulatory Bodies, Law enforcement agencies and Partner Service Providers are requested to reach out directly to the Grievance Officer for speedy redressal.**