

# Redressal of customer grievances and complaints

**At Mobypay**, We deserve to see our customers happy by ensuring our customers are served with the best of service. We value the feedback and complaints received from our customers and ensure they are evaluated and resolved in the best possible way. All the feedbacks we receive from our customers are kept together and executed that help us improve our products & services, built more strategies, sophisticated systems and processes.

Timeframe for customer grievances and complaints

SNO	Type	Estimated Timeline
1	Service Status	1 day
2	Cases involving third party	7 - 10 Working Days
3	Fraulent cases, legal and recall of previous records	15 Working Days
4	Any Other complex issues, aggregator and regulator	30 Working Days

## Customer grievances Escalation Matrix

### Level -1

Customer Care: Contact our customer care on 040-40181343 from 9.00 AM to 07.00 PM all working days (Except on Sundays and RBI Notified Holidays).

### Level – 2

Email: You can email us at [support@ramsongroup.com](mailto:support@ramsongroup.com) and [tech@ramsongroup.com](mailto:tech@ramsongroup.com)

### Level – 3

Write to us at Customer Support, Ramson Technovations Pvt Ltd, # No: 3-12-92/180/A,2nd Floor, Rock Town Colony, Mansoorabad, Hyderabad 500074.

### Level – 4

If not satisfied with your response or any delay in resolution, customer can escalate to our highest level by:

Email us at [ceo@ramsongroup.com](mailto:ceo@ramsongroup.com)

Write to us @ Nodal Officer, Ramson Technovations Pvt Ltd,# No: 3-12-92/180/A,2nd Floor, Rock Town Colony, Mansoorabad, Hyderabad 500074.