Dispute Management Framework:(to be Published in Lyra's Website)

Disputes / Chargeback Management

A dispute, also known as 'chargeback', arises when a Customer /cardholder raises a claim with the Issuing Bank for a purchase/transaction that was made on their account. Card networks and regulated entities such as National Payments Corporation of India (NPCI) provide the rights to the cardholder/consumer to claim a chargeback for various reasons such as:

- Transaction amount is different

- Request is made for the copy of the receipt

- Merchandise is defective or damaged

- Alleged fraudulent transaction investigated by the acquiring bank

- Multiple charges for the same order

- Merchant agreed to issue refund on merchandise returned or for any other reason

- Merchandise not as advertised

- Customer did not engage in or authorize this transaction

- Merchandise has not been delivered

- Cardholder is not in possession of the card used for the transaction

- Service not received from merchant

- Order was cancelled

- Customer paid for order by other payment method

The timeline(s) for raising such disputes may vary as per Reason codes, card association and other parameters. Disputes/Chargebacks cases are considered high priority; we have a dedicated Chargeback team specialized in handling such chargebacks.

The Chargeback Involves the following steps:
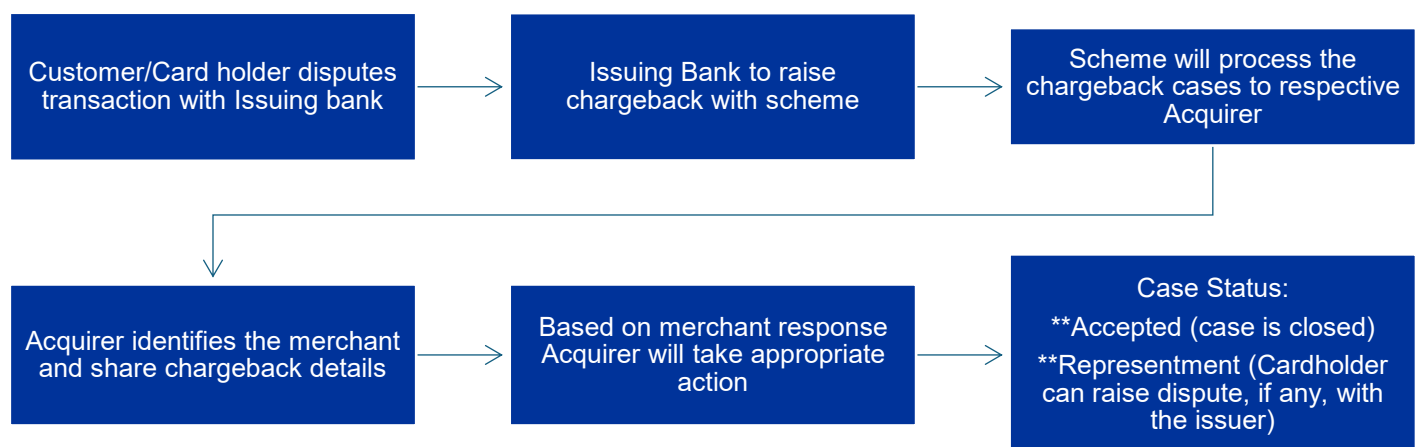
Status	Outcome
Acceptance	If chargeback is accepted acquirer will debit the amount from merchants and intimate scheme/Issuer, the acceptance
Representment	Cases where service already renedered,acquirer will submit the relevant document to scheme/Issuer
Deemed Acceptance	No action taken from acquirer side, the chargeback cases will be treated as deemed acceptance

Refunds

Customers may request a refund from the Merchant due to reasons such as the non-delivery of goods or poor service quality. Merchants can initiate refunds against transactions with Lyra Network Private Limited. Credits for such refunds or reversals shall be routed back through Lyra's PA escrow account.

TAT for all refunds are as per Schemes/Regulators applicable for Credit card, Debit card, Net-banking and UPI transactions.

Once the refund is initiated with the bank, it generally takes about 5 to 7 working days to get reflected on the customer's account / card statement, however, actual timelines may differ given the dependencies of multiple stakeholders involved during the process.

Failed transactions and reversals

'Failed transaction' is a transaction which has not been fully completed due to any reason not attributable to the customer such as:

- Customer's account debited but cash not dispensed in an ATM
- Account debited but confirmation not received.
- Account debited but the beneficiary account is not credited.
- Delay in crediting beneficiary's account.
- Time-out of sessions.
- Failure in communication links.

As per RBI's Notification on Harmonisation of Turnaround Time (TAT) and customer compensation for failed transactions, Lyra shall ensure that the reversals happen within the TAT prescribed in the guidelines, corresponding to the payment mode used, or provide compensation to the customer wherever there is a delay.

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