

Customer Grievance and Redressal

Introduction

Customer Grievance and Redressal outlines the Business processes and Guidelines for reporting a grievance via specified methods. Lyra Network Pvt. Ltd. ensures a streamlined grievance mechanism in place for the customer/merchants.

A Customer/Merchant can register Grievances in accordance with the process and guidelines set out in this Customer Grievance and Redressal. Lyra implement a grievance procedure policy to help address merchant/customer concerns in a constructive and fair manner. The Board has reviewed, approved and adopted the document as Customer Grievance and Redressal Policy of Lyra Network Pvt. Ltd.

Objective and Scope

Lyra Network Pvt. Ltd. intends to put in place a formal, publicly disclosed customer grievance redressal and dispute management framework, which can be accessed in case of issuing any grievance from its merchant/customer, assisting the customer with the methods/modes of raising a complaint, tracking the grievance ticket towards the closure even providing the level wise escalation matrix & the relevant contact details.

Lyra's has a dispute resolution mechanism binding on all the participants which contains transaction status, detailed explanation of types of disputes, process of dealing with them, procedure for addressing the grievance and turn-around-time for each stage. Lyra has dedicated team to work towards the resolution of complaints/queries received. A nodal officer is assigned to handle the customer complaints / grievances as per the defined escalation matrix. The nodal officer ensures that the complaint facility shall be clearly and easily accessible to all the customers/merchants of Lyra Network Pvt. Ltd.

Framework

Merchants / Customers, having any Query, Feedback or Complaint, pertaining to the transactions they may have processed or attempted to process using Lyra's platform, or with regards to the product or services offered by Lyra, may directly reach out via any of the following channels:

- ✓ Write to support.pg.in@lyra-network.co.in
- ✓ Visit website <https://www.lyra.com/in/> and fill in Customer Grievance form ((provided in an FAQ format)- <https://www.lyra.com/in/customer-grievance-form/>
- ✓ Call in the support nos.-
Mobile- +91 9372733721
Landline- (022)33864910

Below is the list of common queries and resolutions (FAQ)

Customer Queries	Resolution
Customers enquire about the transaction status.	Lyra provides all details such as the order no, reference number, date of transaction, transaction amount, provider, and status of transaction
Transaction successful, but no response received from merchant.	Lyra provides all the information to the customer: the merchant's name, transaction status. Additionally, we forward the same e-mail to the merchant providing services, keeping the customer in CC
Refund issues	Lyra provide all the refund details to the customers, with the transaction reference number, order id for customers to check further with his bank.
Fraudulent Transaction received from Authority	Post analysis of the details provided by the authority we verify the same with merchant and decide on whether to hold or refund the funds. Same is communicated to respective authority.
Technical Issue	Lyra identifies the exact technical issue based on received snapshot or error logs and then we provide/suggest the appropriate resolution for the error.
On-boarding	Lyra checks the on-boarding procedures along with status of the queries and accordingly revert.

Customer/Merchant Escalation matrix

In case the Customer/Merchant does not receive a response within the specified time at Level 1, then the Merchant can escalate the complaint to Level 2 post the TAT defined for Level 1 and so on.

In the circumstance, post ticket is generated, and further details are requested from the Customer/Merchant. If no revert received, post follow up mail on 6th Business Day. The ticket will be closed with a closing mail sent to Customer/Merchant on 7th Business Day.

Please find below the escalation matrix:

Level	Scenarios	Turn Around Time (TAT)	Email ID	Phone
Level 0	Acknowledgement/Ticket generation	24 Hours	support.pg.in@lyra-network.co.in	+91(022)33864910
Level 1	New Ticket Resolution	2 Business days	support.pg.in@lyra-network.co.in	+91(022)33864910
Level 2	Grievance regarding existing ticket/ request.	2 Business days	businessops.india@lyra-network.co.in	+919372733721
Level 3	Grievance addressed by nodal officer	3 Business days	ndlyra.india@lyra-network.co.in	+91(022)33864932

Nodal Officer

Nodal Officer Name	Phone Number	email id
Sachin Chalke	+912233864932	ndlyra.india@lyra-network.co.in