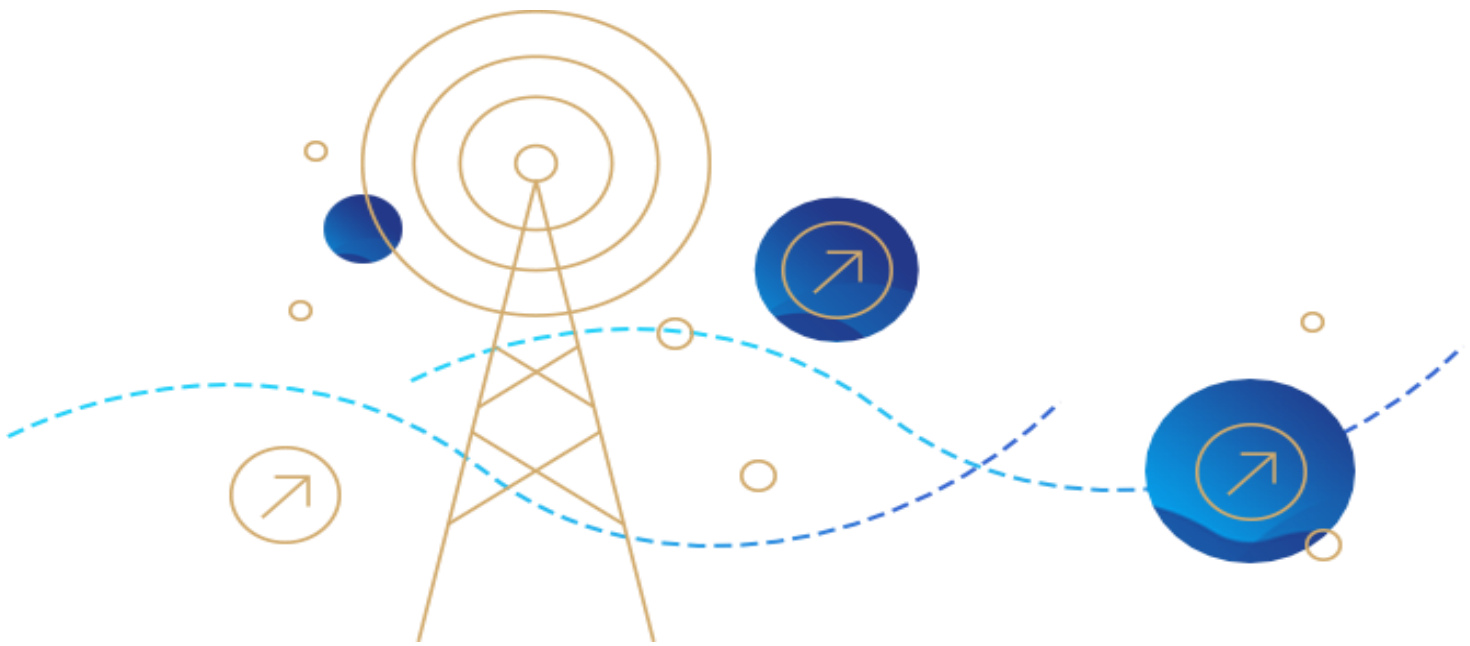




CUSTOMER GRIEVANCE AND REDRESSAL POLICY



Revision History:

| Ver. No. | Rev. Date | Prepared By | Reviewed By | Approved By | Modification Details | Modification on Page |
|----------|-------------|---------------|---------------------------|--------------|---|----------------------|
| 1.0 | 19-Apr-2022 | Prashant Rane | Ashmita Roy | Manoj Varma | Consolidation of customer support process steps | |
| 1.1 | 23-Nov-2022 | Ashmita Roy | Prakash Menon | Manoj Varma | Added the Grievance flowchart updated and formatted the document. | |
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| 2.0 | 14-Mar-2024 | Ashmita Roy | Prakash Menon | Manoj Verma | Review and no changes | |
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1. Introduction

Customer Grievance and Redressal Policy 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.

1.1 Definition

A Customer/Merchant can register Grievances in accordance with the process and guidelines set out in this Customer Grievance and Redressal Policy. 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 this document as Customer Grievance and Redressal Policy of Lyra Network Pvt. Ltd.

1.2 Policy Statement

The purpose of Customer Grievance and Redressal Policy is to explain the scope and definition of grievances, outlining a formal way for the customer/merchant for reporting and closing a grievance, define the turnaround timeline for the reported grievances and describe the escalation matrix as per the Level of escalations as per the turnaround time along with the contact details.

2. Acronyms

| Acronym | Description |
|---------|-------------------------------|
| SOP | Standard Operating Procedures |
| TAT | Turnaround time |
| R&R | Roles and Responsibilities |
| Lyra | Lyra Network Private Limited |

3. Applicability

The provisions of this policy shall apply to all the onboarded Merchant by Lyra Network Pvt. Ltd.

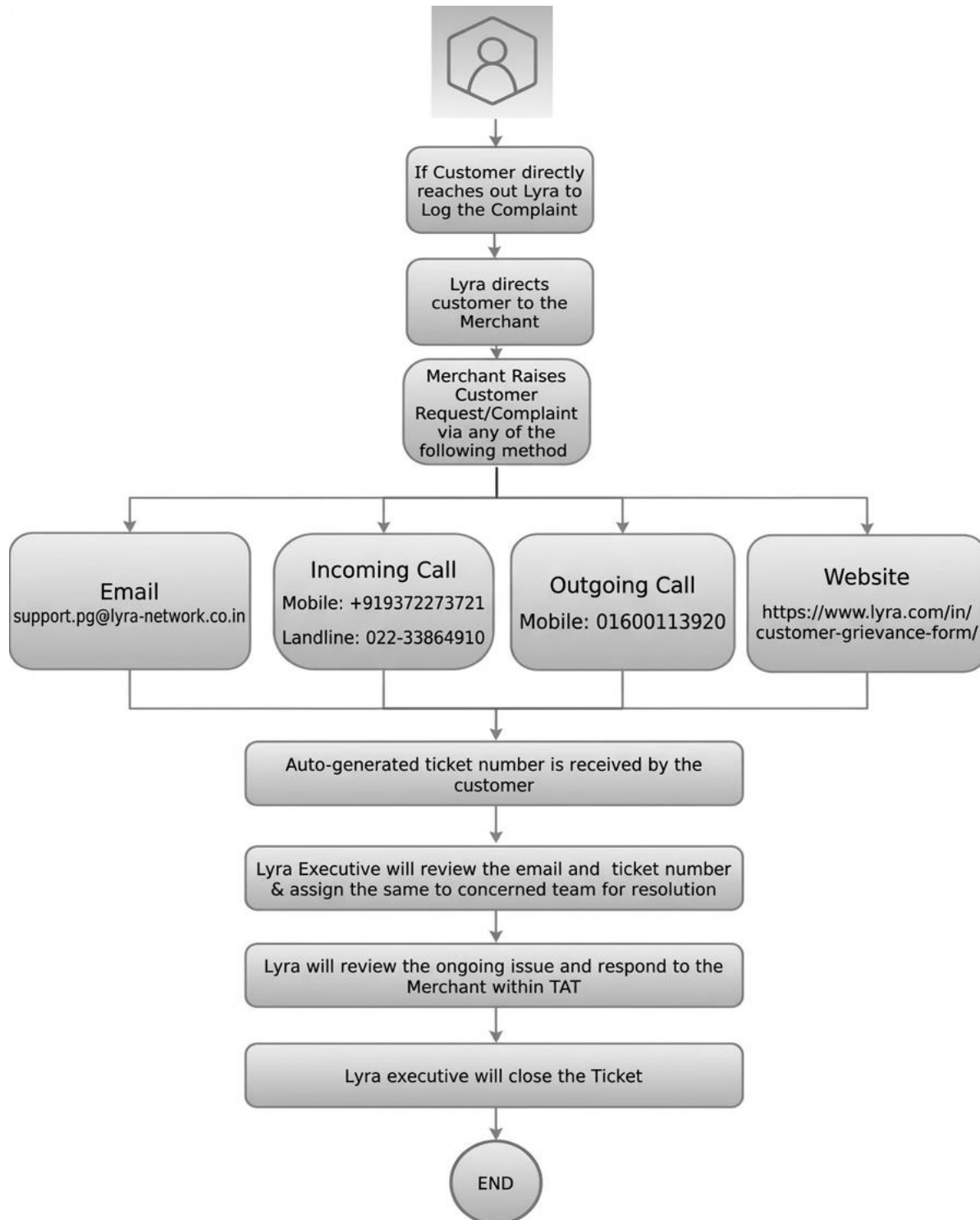
4. Objective of the policy

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 appointed a nodal officer is assigned to handle the customer complaints / grievances as per the defined escalation matrix. The nodal offer ensures that the complaint facility shall be clearly and easily accessible to all the customers/merchants of Lyra Network Pvt. Ltd.

5. Policy Guidelines:

Grievance Redressal Queries which are operational and technical in nature merchant raise complaint to Relationship Manager. Requestor (Customer/Merchant) can send the queries, compliant in following ways.



1. Queries Resolution Mechanism:

Merchant can raise queries on services rendered for the following reasons:

- ✓ On-boarding (KYC/Pricing)
- ✓ Settlement/Refund
- ✓ Fraud (Unauthorized purchase) transaction
- ✓ Invoice/Billing/Others
- ✓ Integration / Technical

- Disposal of Complaints:

Below is the list of common queries and resolutions.

| 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 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. |

2. Refund Processing Timelines:

Lyra has a very stringent mechanism to deal with refunds of failed transactions (transactions charged to customer but not returned to Payment Aggregator and, in turn, to merchant, hence no services are rendered). As per the merchant's line of business, they can opt to configure their account to reverse such transactions or get it updated as a successful transaction post reconciliation and continue to provide services.

We can reconcile dropped transactions in 2 ways:

- We initiate server-to-server API calls with banks on a periodic basis throughout the day to fetch the status of transactions. Such cases are sent to the bank for reversal on T+1.
- For banks who do not provide the API-based reconciliation mechanism, we reconcile with the offline files received from the banks on the next working day. Thus, refunds for such transactions are sent the next day post reconciliation or T+1 post reconciliation.

6. Communication Process

This policy is communicated to the team (Business Operations) during the training phase and as and when there are changes w.r.t processing of Customer grievance and redressal.

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 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 escalation matrix:

| Level | Scenarios | Turn Around Time (TAT) | Email ID | Phone |
|---------|---|------------------------|--------------------------------------|------------------|
| Level 0 | Acknowledgement/Ticket generation | 24 Hours | NA | |
| Level 1 | New Ticket Resolution | 2 Business days | support.pg.in@lyra.com | +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 |

❖ As per regulations by Telecom Regulatory Authority of India (TRAI):

| Details | Phone Number |
|-------------------------|--------------|
| Outgoing Support Number | 01600113920 |

❖ Nodal Officer:

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

7. Accountability, Roles, and Responsibilities

(This policy must be adhered to be by whom and roles & responsibilities)

Executive R&R – Acting as a first point of contact for the requestor, guide for quick resolution as per standard SOP. If required, further troubleshoot the requested issue by verification of the complaint/request and raise to with the concerned team with complete information and track it towards the closure/resolution. Communicate the periodic status with the requestor and intimation of the final closure.

Team Lead/ Reporting Manager R&R – Setting up the priorities and maintain the TAT support by escalating amongst the internal stakeholders. Share quality resolution and relevant feedback for continual service improvement. Ensuring adequate tools & training provided.

Nodal Officers R&R – Acting as an escalation point for the requestors.

8. Redressal & Penalization process

For redressal of Customer/Merchant grievance the same has been detailed in section 5 of this document.

If an executive has any queries on how this policy/section 5 needs to be executed, he/she can reach out to his immediate Team lead/Reporting manager.

9. Adherence

This policy is to be adhered to by executives in the business operations team who handle Customer Grievance and redressal process.

10. Reference to documented information

- Information security policy
- Merchant onboarding policy
- Customer service procedure

11. Policy Implementation and Review

This Customer Grievance and Redressal policy is duly approved by the Board of Directors of Lyra Network Pvt. Ltd. The policy will be reviewed by the Board and/or any committee of the Board to which power has been delegated, at yearly intervals or as and when considered necessary by the Board