

Pesave believes in providing excellent and transparent approach in customer service and support to sustain and achieve business growth. As a service provider, customer service and customer satisfaction are the prime concerns of Pesave and the object of this policy is to minimise instances of customer complaints through proper service delivery and review mechanism and prompt redressal of various types of Customer Grievance Redressal Policy customer complaints. Customer's satisfaction is our main objective and we strive to build healthy customer relationship and deliver excellent service throughout.

Our Grievance Redressal Policy aims at minimising instances of customer complaints and grievances through proper service delivery and prompt redressal of customer grievances.

As required under the applicable RBI Guidelines, Pesave has developed a procedure for promptly attending to grievances of the customers in respect of various issues. This is done by setting up a "customer support" and a "grievance redressal mechanism".

Pesave policy on grievance redressal follows the under noted principles;

- Transparency at all times in the process.
- A courteous and fair treatment to our customers at all times.
- Free and easy approach by the users in case of any concerns.
- A prompt and timely response towards all and any issues/ concerns raised by the customers.
- Customers are informed about the channels to escalate their complaints, concerns and grievances within Pesave if they are not satisfied with the resolution of their complaints.
- Pesave values each customer equally and will take care of all complaints efficiently and fairly.
- All employees at Pesave must work in good faith and without prejudice to the interests of the users.
- Pesave constantly works towards achieving newer and smarter mechanisms to receive and redress customer grievances. The details of grievance redress mechanism are placed in the domain of public knowledge.

Escalation Matrix

FOR ALL SERVICE RELATED QUERY

Level 1:

For Service related issues a customer may email us at our customer care email id: support@pesave.com

A specific complaint/ticket number shall be issued and the customer for future reference. The Pesave team shall response within 48 Working hours

Level 2:

The customer may also write to us at grievances@Pesave.com, in case the issue stands unresolved.

Level 3:

The customer may escalate the issue to

Nodal Officer

Social Buy Online Retail Private Ltd.

Shop no. 36, Juhu Supreme Shopping Center,

Gulmohar Cross Road No. 9, JVPD Scheme, Mumbai 400049

We recommend our customers to send us their query/grievance by logging through Pesave application and using the 'In app chat' section.

It is also recommended that the customer writes complaint reference number provided by our customer care team in all further communication with us regarding a particular issue. This enables us to get more details about the customer and the query quickly and helps to resolve the query faster.

Estimated time taken to address your queries, concerns, complaints

Suitable timelines have been set for every complaint depending upon nature of queries and the investigations lead time which would be involved in resolving the same. Here are the estimated timelines at various levels of queries/escalations;

- First response to a user's query/ concern -48 working hrs
- Follow-up queries -5 working days
- Escalated cases- 7 days
- In all other cases- 15 days to 30 days (maximum)