

Grievance redressal Policy

Monipluz customers can reach out to Monipluz for any grievance on Monipluz services and timelines for grievance resolution through any of the various communication channels available to them.

Monipluz has a dedicated Help desk team for managing any customer queries and grievances, if any.

Customers can share their feedback or grievance, on any of the Monipluz services, towards any deficiency in service or any communication, they have had with Monipluz, on which they are not satisfied.

Following mentioned below are the channels through which customers can send in their Complaints Queries or Requests

Channel	Contact Details	Working Hours
Phone	0484-4066535	09.00AM to 8.00 PM
		Monday to Saturday
		09.00 AM to 1.00 PM
		Sunday
		(Excluding National Holiday)
Email	info@monipluz.com	08.00 AM to 08.00 PM
		Monday to Saturday
		09.00 AM to 6.00 PM
		Sunday
		(Excluding National Holiday)
Courier	Attn: Grievance Officer, Monipluz Payment solutions, Pullikkal building K P Vallon Road Kadavanthra	09.00 AM to 06.00 PM Monday to Saturday Except sundays and National Holidays

Monipluz on receipt of any complaint, grievance or feedback, will reach out to the respective customer and the same will be resolved in the specified timeline as communicated below.

If any of the above complaint/grievance is not addressed to the satisfaction of the customer in the below specified timeline, then the customer can choose to escalate the same to Level 2 of the escalation level as given below with the details of the issue raised. The escalation process is as mentioned below in the Escalation section.

Customer Resolution Timelines:

No.	Complaint Type	Estimated Timelines (SLA)
1	Any Transaction related issue.	Within 10 working days of receipt of the grievance. (In case of involvement of any third parties in resolution, timelines followed by leading banks/partner would be applied and communicated to customers)

The resolution is given to customer in below mentioned steps:

1. Acknowledgement: Acknowledgement of consumer query or complaint will be sent to the customer. This will be delivered via email, based on availability of email id of the customer.
2. Resolution: Response will be sent to the consumer either in form of resolution, or for any further communication/detail required to resolve the consumer concern.

Escalation Matrix:

Monipluz ensures all customer grievances are addressed Through 3 level escalation:

Level	Team Responsible	Mode
Level 1	Monipluz Customer care number	0484-4066535
Level 2	Monilpuz Sales and Service Head	Email Id : mujeeb.rahman@monipluz.com
Level 3	Grievance Officer	Registered Post/Courier:Details mentioned before Email ID: vishnusalim@monipluz.com