

At Paytm Money we have 3 channels to raise Queries / Complaints

Primary Source is through APP once client logs in to the APP and can select Product for which he has a concern

We have also provided below Email IDs for customers to write to us

1. feedback@paytmmoney.com
2. exg.support@paytmmoney.com
3. exg.complianceofficer@paytmmoney.com
4. info@paytmmoney.com

Alternatively they can also call us on below nos

1. Customer Care: 07612796277
2. Head Customer Care: 07612796285
3. Compliance Officer: 07612796281
4. CEO Desk: 07612796284

When a query is raised immediately a ticket no is generated and provided to the client. He can check the status of the same online

When a query over an email is raised immediately the same is acknowledged and ticket no is provided for client to follow up.

The resolution of the query is provided immediately unless dependent on external factors.

On receipt of the query case is investigated and responded to the client. If its an understanding issue, client is explained in detailed and guided with reference to various Blog and FAQ link. If the query resolution requires time due to various external factors, interim response is sent to client with timelines.

Once the issue is resolved, close looping with client is done and case is resolved.