
OBJECTIVE OF POLICY

The Objective of this Customer Protection and Customer Liability in Unauthorized Transactions Policy is to prevent One MobiKwik Systems Limited (hereinafter refer to as “MobiKwik”) from being used intentionally or unintentionally for any fraudulent or suspicious activities. The Policy aims to bring awareness and to apprise customers of limited liability arising out of an unauthorized payment transaction.

REPORTING OF UNAUTHORISED PAYMENT TRANSACTIONS

MobiKwik offers the following services to its customers 24x7 to help them combat such fraudsters and to prevent losses arising from unauthorized transactions:

1. To Block and Report Unauthorized Transaction on your MobiKwik Prepaid Payment Instrument (“PPIs” or “Wallet”).

Report via MobiKwik Website or App

- Visit <https://www.mobikwik.com/help> or Help Section of your MobiKwik App and choose the Report Fraud option.
- Fill in the required details and click on Create Ticket.
- Please use the Ticket Id generated for future reference or communication with our investigation officer.

2. Report via email: fraudalerts@mobikwik.com

- To report Fraud on your MobiKwik account please keep the transaction details (Order Id, Amount, Date, and Time) handy for quick assistance.
- To report Fraud performed via Debit/Credit Card, etc please share transaction details, Initial 6 & last 4 card digits, Transaction Date & Time.

Our fraud reporting system ensures that any email received by us or raised complaint through “www.mobikwik.com/help” is made aware that we have acknowledged the receipt of the complaint. Forthwith every customer is apprised of the steps taken by the MobiKwik Team to help the customer such as freezing the account, blocking the transaction, etc.

Customers shall be advised to notify the MobiKwik of any unauthorized electronic payment transaction at the earliest and, shall also be informed that longer the time

taken to notify MobiKwik, the higher will be the risk of loss to the MobiKwik / customer.

LIABILITY OF THE CUSTOMER IN THE EVENT OF AN UNAUTHORIZED TRANSACTION

In accordance and subject to RBI guidelines and directions made available at [PPI MD](#), a customer’s liability arising out of an unauthorized payment transaction will be limited to

Customer liability in case of unauthorized electronic payment transactions through a PPI		
S.No.	Particulars	Maximum liability of customers
(a)	Contributory fraud / negligence / deficiency on the part of the MobiKwik, including PPI-MTS issuer (irrespective of whether or not the transaction is reported by the customer)	Zero
(b)	Third-party breach where the deficiency lies neither with the MobiKwik nor with the customer but lies elsewhere in the system, and the customer notifies the MobiKwik regarding the unauthorized payment transaction. The per transaction customer liability in such cases will depend on the number of days lapsed between the receipt of transaction communication by the customer from the MobiKwik and the reporting of the unauthorized transactions by the customer to the PPI issuer -	
	i. Within three days#	Zero
	ii. Within four to seven days#	Transaction value or ₹ 10,000/- per transaction, whichever is lower
	iii. Beyond seven days#	Mobikwik would decide on a case-to-case basis.
(c)	In cases where the loss is due to negligence by a customer, such as where he/she has shared the payment credentials, the customer will bear the entire loss until he/she reports the unauthorized transaction to the MobiKwik. Any loss occurring after the reporting of the unauthorized transaction shall be borne by MobiKwik.	
(d)	MobiKwik may also, at their discretion, decide to waive off any customer liability in case of unauthorized electronic payment transactions even in cases of customer negligence.	
# The number of days mentioned above shall be counted excluding the date of receiving the communication from the PPI issuer.		

RIGHTS AND OBLIGATIONS OF CUSTOMERS

- Every Customer shall ensure that they do not share their payment credentials, account details, or any sensitive or personal information with any third /unknown Party.
- Customer shall ensure not to display or publicize their sensitive and personal information.
- Customers shall verify transaction communication received via SMS / Email / In-App notification by Mobikwik.
- In case any transaction is unauthorized, the Customer shall immediately report the same to Mobikwik (as mentioned above under “Reporting Of Unauthorized Payment Transaction) in order to prevent any further loss from taking place.
- Report lost/stolen phone to a service provider/police
- Protect the mobile phone via password
- Customer shall not share Mobikwik PPI credentials & OTP details with anyone.
- In case of any call by a third party pretending to be a Mobikwik representative or employee and asking for OTP credentials or personal information, the Customer shall immediately notify Mobikwik helpdesk of the same, irrespective of whether the same seems genuine or suspicious.
- Customers shall remain vigilant in conducting transactions and sharing of their data.
- Customer acknowledges that any delay in reporting the unauthorized transaction can lead to further fraud or loss for which Mobikwik shall not be liable.

RIGHTS AND OBLIGATIONS OF MOBIKWIK

- Mobikwik ensure that it shall be in strict compliance with all Laws and Regulations while providing its PPI services to the Customers.
- Mobikwik shall be transparent, fair, and efficient in providing compensation to its customers.
- Mobikwik shall ensure that as soon as such an unauthorized transaction is reported to Mobikwik by any customer it shall take all preventive and remedial measures possible to limit the extent of the loss suffered by the Customers
- Mobikwik shall provide its customers with satisfactory consumer support services.
- Mobikwik shall have all appropriate security measures in place to ensure that there is no security breach on the server of Mobikwik or unauthorized access to the personal data of the customers.
- Mobikwik shall ensure that all the disputes pertaining to unauthorized transactions reported to it are resolved within 90 days from the date of receipt of such a complaint by a Customer.

- In case the Mobikwik is unable to resolve the complaint or determine the customer liability, if any, within 90 days, the amount as prescribed on Page no. 6 “Liability Of The Customer In The Event Of An Unauthorized Transaction” shall be paid to the customer, irrespective of whether the negligence is on the part of the customer.

CUSTOMER AWARENESS

Mobikwik tries its best to instill confidence and faith in its customers regarding online transactions and is committed to its purpose to ensure one-tap access to digital payments. In pursuance of the same Mobikwik tries on a best effort basis to expunge fraudsters and scamsters from our digital and financial economy, to this extent Mobikwik tries to create Customer Awareness in the following ways:

- We have a team dedicated to working on our Social Media pages, such as our Twitter Page, etc. to create awareness amongst customers. Our social media pages are used to disclose, ways in which customers are scammed by fraudsters, communicate disclaimers to the public pertaining to digital economy frauds, etc.
- We regularly send notifications to our customers asking them to keep confidential their personal data including but not limited to their payment credentials, OTP's, etc.
- We share contact details with all our customers on every wallet debit via SMS Alert / Email, which provide customers with the option to report any fraudulent activity/transaction carried out on their platform so that we can take immediate action.
- Our Mobikwik website periodically displays notifications and updates, apprising customers to report such fraudulent activities, enabling Mobikwik to approach relevant authorities in order to take penalizing actions against such scamsters and fraudsters.

REVIEW

This policy will be reviewed annually by the Board, or as and when required, including in cases of any changes in the regulatory provisions, as prescribed by the regulator or as per applicable laws.