M Gmail

Swagat Rath <godofwar.skr@gmail.com>

Ref : 17788558 Your Query with Paytm Care (SF)
3 messages

Paytm Care <care@paytm.com>   Sat, Jan 7, 2017 at 11:49 AM
To: "swagatrath@rediffmail.com" <swagatrath@rediffmail.com>

Dear Swagat,

Greetings from Paytm!

We are happy to assist you.We would like to inform you that your transaction of INR 24 and rs 24 against transaction id 5301373065 and 5301373353 is successful on 05 Jan 2017.for further assistance kindly contact to your receiver. Should you need any further assistance, let us know.

Thanks and regards,
Paytm Care

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Disclaimer: Please do not share your Paytm Wallet password, Credit/Debit card PIN, CVV and any other confidential information with anyone even if he/she claims to be from Paytm. We advise our customers to completely ignore such communications

Note: You can also add another layer of authentication such as Pin or finger print sensing etc. on transactions through Paytm app on your Android phone. So if you lose or misplace your phone, your Paytm wallet remains safe. We encourage you to visit https://blog.paytm.com/now-add-an-app-password-to-your-paytm-wallet-81fa6118353c#.c3hv88jxy to know more details for the same.

ref:_00D28dppr._50028aXhO9:ref

Swagat Rath <swagatrath@rediffmail.com>   Sat, Jan 7, 2017 at 12:39 PM
To: Paytm Care <care@paytm.com>

My concern is not whether the transactions are successful or not. It is that I have made only one transaction of Rs 24 but the deduction occurred twice from my wallet.
Check the timestamp of both transactions and see that they happened at the exact same second which is impossible to do if I had done it manually. This has happened due to some problem with your system.
Please correct the same and refund my money to my wallet.

Regards,
Swagat
[Quoted text hidden]

Swagat Rath <swagatrath@rediffmail.com>   Sat, Jan 7, 2017 at 1:29 PM
To: Paytm Care <care@paytm.com>

This happened again today with another of my transaction of Rs 138. The amount got deducted twice again. Please fix this and refund to my wallet at the earliest.

Duplicate transaction IDs :-

5357074065 & 5357072933 for Rs 138
5301373353 & 5301373065 for Rs 24

Please see that attached screen shot for the timestamp on these transactions. They happen at the exact same time

which indicates that these were not done manually and there is some problem with your scan and pay option which is causing this duplicate transactions.

Regards,
Swagat

[Quoted text hidden]

Paytm_DuplicateTransactions.PNG
44K