



4 messages

Mon, Jan 9, 2017 at 11:37 AM

To: "swagatrath@rediffmail.com" <swagatrath@rediffmail.com>

Greetings from Paytm!

We are happy to assist you.

We would like to inform you that as we have checked and found that the p2p transaction against transaction ids- 5301373065, 5301373353, 5357072933 & 5357074065 on 05/01/2017 & 07/01/2017 are showing successful from our end. So we would suggest you to kindly contact to the receiver for the reversal of amount. 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. 50028aoUyE:ref

Mon, Jan 9, 2017 at 12:56 PM

To: Paytm Care <care@paytm.com>

Hi,

I have contacted the receiver and he is not willing to refund it. He is asking me to contact paytm for reversal since he mentions that it is not his fault/problem.

To re-iterate again, I have made the below transactions only once but they have been deducted twice :-

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

Kindly expedite the resolution and refund the amount to my wallet at the earliest.

Also please share me the email/contact details of the grievance authority of paytm.

Regards,
Swagat

[Quoted text hidden]

Paytm Care <care@paytm.com>
To: "swagatrath@rediffmail.com" <swagatrath@rediffmail.com>

Thu, Jan 12, 2017 at 5:20 AM

Dear Swagat,

Greetings from Paytm!

Thank you for contacting us and apologies for the inconvenience caused.

We understand, that you have mistakenly transferred the amount Rs. 138 + 24 to an incorrect receiver (Receiver Ph # 9901071651). However, as per the policy we would like to inform you that, once amount transfer is successfully initiated from our end, regretfully we are unable to roll back the amount. Further, we would request to kindly coordinate with the receiver for reversal.

For more details, please visit <https://blog.paytm.com/why-are-you-not-able-to-send-money-to-another-paytm-customer-5303c0de61bc#.obv9t26y8>

We assure you, the best of our service.

Regards,
Paytm Care Team

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ref: 00D28dppr. 50028aqFdi:ref

Swagat Rath <swagatrath@rediffmail.com>
To: Paytm Care <care@paytm.com>

Thu, Jan 12, 2017 at 11:36 AM

Hi,

I think you are unable to understand the issue or basically dont know how to read English.

I have no where mentioned that I have mistakenly performed the transactions.
I'm trying to make the point here that I have made the transactions only once in the paytm app but it got deducted twice.
Why is this so hard for you guys to understand?
Check the time gap between the duplicate transactions and see that they happened at the exact same time which is impossible for someone to do.
This has happened due to some bug in your app and it is not my fault.

If you can't solve the issue, please give me email id of your grievance authority or I'm raising a case with the consumer court next.

Regards,
Swagat
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