



Cancellation policy

JUN 2026

Fintech Association for Consumer Empowerment (FACE)
The RBI-recognised Self-Regulatory Organisation in the FinTech Sector (SRO-FT)

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Cancellation policy: The board first approved the policy on 13 Nov 2025 and last updated it on 5 Jun 2026.

1. About FACE

FACE is a not-for-profit industry association registered in India. Membership and related payments made through this website are considered contributions toward FACE's programs, initiatives and operations as a Self-regulatory Organisation in the FinTech Sector (SRO-FT).

2. Cancellation of payments

- Membership or other payments once made to FACE are non-cancellable as per the FACE Articles of Association (AoA) ¹
- Cancellations are permitted only in cases of duplicate or erroneous transactions and must be reported to finance@faceofindia.org within 3 working days of payment.
- Such requests will be verified by FACE's finance team before any action is taken.

3. Verification and approval

- All cancellation requests will be reviewed on a case-by-case basis.
- Approved cancellations will be processed as refunds through the original mode of payment only.

4. Contact for support

Finance Team – Fintech Association for Consumer Empowerment (FACE)
finance@faceofindia.org

¹ https://faceofindia.org/wp-content/uploads/2025/09/FACE-AoA_website.pdf