



# Cancellation Policy

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NOV 2025

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

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<sup>1</sup> Board approved the policy through email circulation on 13 Nov 2025

## 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) <sup>2</sup>
- Cancellations are permitted only in cases of duplicate or erroneous transactions and must be reported to [finance@faceofindia.org](mailto: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](mailto:finance@faceofindia.org)

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<sup>2</sup> [https://faceofindia.org/wp-content/uploads/2025/09/FACE-AoA\\_website.pdf](https://faceofindia.org/wp-content/uploads/2025/09/FACE-AoA_website.pdf)