



Refund Policy

NOV 2025

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

Table for Contents¹

1. About FACE	3
2. Membership Fees and Payments	3
3. Duplicate or Failed Transactions	3
4. Cancellation Requests	3
5. Contact for Support	3

¹ 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. 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. Membership Fees and Payments

- Membership fees once paid are non-refundable as per the FACE Articles of Association. ²
- In exceptional cases (such as duplicate payment or transaction error), FACE may process a refund after internal verification.

3. Duplicate or Failed Transactions

- In case of duplicate or failed transactions where the amount has been debited but not reflected as successful, the same will be verified and refunded to the original payment source within 7–10 working days.

4. Cancellation Requests

- Cancellation or refund requests should be emailed to finance@faceofindia.org, mentioning payment details and justification.
- All approved refunds will be made through the original mode of payment only.

5. Contact for Support

Finance Team – Fintech Association for Consumer Empowerment (FACE)

finance@faceofindia.org

² https://faceofindia.org/wp-content/uploads/2025/09/FACE-AoA_website.pdf