

Modicare Limited

1. Modes of banking available with Modicare Direct Sellers (also known as Modicare Consultants) for deposit of funds

Modicare Limited ('Modicare') provides its direct sellers following modes and facilities to deposit their funds for billing or advance for future billing. These facilities are secured and the direct sellers get credit for their funds in their M-Wallet available on Modicare POS or utilise these for billing of Modicare Products.

A) Billing through Modicare website

Direct Seller can login into his account on Modicare website and place order there at for which payment can be made through payment gateway using CC/DC/Net Banking/BHIM/UPI/QR Code.

Direct Seller can also transfer funds to their M-Wallet through payment gateway using CC/DC/Net Banking/BHIM/UPI/QR Code.

B) Credit Card/Debit Card at Modicare Centres:

Direct Seller can deposit funds at various Modicare Centres by swiping their Credit / debit cards. In case, credit/credit card is swiped for credit to his M-Wallet, an advance 'Receipt ID' generated for the same and direct seller's M-Wallet is credited.

C) BHIM/UPI/QR Code at Modicare Centres:

Direct Seller can use the BHIM/UPI/QR Code facility for billing at various MSC centres.

D) Demand Draft/NEFT/IMPS/RTGS

Direct Seller can use below mentioned region wise designated* banks to deposit their Demand Draft and can also use their net banking to transfer funds online through RTGS/IMPS/NEFT into Modicare bank accounts, an advance receipt is generated for same and credited to M-Wallet of direct seller.

***List of Modicare designated bank a/c:**

<i>Region</i>	<i>Name of bank</i>	<i>C/A no.</i>	<i>IFSC</i>	<i>Address</i>
<i>North</i>	State Bank of India	10479302377	SBIN0006069	M-52/53 Ishwar Nagar, Mathura Road New Delhi - 110065
	IDBI Bank	0901102000031301	IBKL0000901	IFCI Tower, 61, Nehru Place P.B. No. 4499 New Delhi- 110 019
<i>West</i>	Bank of India	603820110000807	BKID0006038	32 Community Centre, New Friends Colony, New Delhi, 110064

<i>South</i>	IDBI Bank	024102000000815	IBKL0000024	26/1 Sowbhagya Complex, 24th Main 5th Phase, J.P. Nagar, Sarakki Lake, Karnataka-560078
<i>East</i>	IDBI Bank	0012102000032054	IBKL0000012	Siddha Point, Ground Floor, 101, Park Street, Kolkata West Bengal-700016

E) CASH**

Modicare Centres: Direct Seller can purchase company's products by paying cash at various Modicare Centres. Direct Seller can also deposit cash for credit to his M-Wallet at Modicare Centres.

EBIX Cash Centres: Direct Seller can deposit cash at various EBIX Cash Centres PAN India Level and fund gets credited to M-Wallet of direct seller.

Easy Pay facility at AXIS Bank Branches: Direct Seller can deposit cash at various Axis Bank Branches using Easy Pay facility and fund gets credited to M-Wallet of direct seller.

IDBI Bank Branches: Direct Seller can deposit cash at various IDBI Bank Branches in the designated bank accounts of IDBI Bank and fund gets credited to M-Wallet of direct seller.

Bank of India Branches: Direct Seller can deposit cash at various Bank of India Branches in the designated bank accounts of Bank of India and fund gets credited to M-Wallet of direct seller.

****Important:**

- (i) Modicare does not accept cash greater than Rs,1,99,999/- in terms of provisions of Income Tax Act, 1961
- (ii) Cash is not accepted towards security deposit for opening Modicare Distributor Point by Modicare Consultants.

2. Security of Payment Methods

Modicare ensures safety and security of funds deposited by its consultants through its various modes. Online payments are accepted through secured payment channels. All other security measures e.g. CCTV/ Security guards/ Insurance coverage are in place and are being regularly audited.

3. Procedure of Cancellation of Payment & Chargeback Options

In case direct seller desires to return the products in accordance with Company's return policy, then he has the option to take back refund (cash upto Rs. 1000/- and Online transfer to his bank account) against the credit note so generated. Alternatively, he can use the credit note for his future Modicare purchases.

Besides, a direct seller is also given a **charge back option** in case funds have been transferred through payment gateway/ Swipe of Debit/Credit Cards at Modicare Centres. Process for the same is as below:

- (i). If amount has been debited in customer's bank/Credit Card/ Debit Card and service/product is not received by customer (i.e. M-Wallet is not credited or order is not generated). Customer (Actual card/bank account holder) can raise dispute in his respective bank against the same transaction.
- (ii). Modicare will check the transaction internally whether the transaction amount is received or not. If amount is received and the products/ services has been provided to the customer (i.e. transaction was successful) then documents' will be shared to the bank and amount shall not be refunded to the customer. In case the amount is received, and product/ services was not provided to the customer (i.e. transaction was unsuccessful) then the chargeback shall be accepted and amount will be refunded to the customer.

4. Collection Charges payable by Users -

Modicare does not charge any collection/ payment charges from its direct sellers.

However, if any direct seller claims that he has mistakenly transferred amount through online payment gateway and seeks refund of the same, Modicare verifies NOC, KYC & other necessary documents and refunds the same with 2% charge towards cost recovery of company.

5. Contact Information of payment Service Provider

Direct Sellers can connect below relevant numbers for redressal of their payment related queries.

- IDBI Bank-011-42630469/42630470
- Axis Bank-011-46038921
- Payu Payment Gateway- +91-9716956239
- Bank of India-1800 22 0229
- State Bank of India 011-26917194
- Ebixcash-1 (800) 777-9188
- Modicare Azadi Call Centre- 0124-6912900