

Survey Questions concerning Payment Gateway

[For Buyers]

1. Which of the following payment gateways do you like the most?

- a. Razorpay
- b. PhonePe Payment Gateway
- c. Paytm Gateway
- d. Cashfree
- e. PayU
- f. ICICI Payment Gateway

2. What is your most common complaint/concern with payment gateways:

- a. Payment failure
- b. Slow payment Processing
- c. Poor UI/UX - too many unnecessary steps
- d. Lack of preferred payment method option
- e. Security Concern
- f. Tedious refunds and cancellations

3. How confident are you about the security of third-party payment gateways in general (like Razorpay, PhonePe etc.)?

Response Type: Rating

- 5 - Very Confident
- 4 - Somewhat Confident
- 3 - Neutral
- 2 - Not Very Confident
- 1 - Not Confident at All

4. Have you ever abandoned a purchase due to payment issues on an online platform?

Response Type: Multiple Choice

a. Yes

b. No

If Yes →

4a. What was the main reason?

Response Type: Short Answer

Examples: "Slow loading time", "Unsupported payment method", "Failed transaction", etc.

5. What refund options do you expect in case of a failed transaction or order cancellation?

a. Full refund to original payment method

b. Partial refund

c. Store credit for future use

d. Contact support for manual resolution

e. Others (Please specify): _____

[For Sellers]

1. Which of the following payment gateways do you prefer for your business?

- a. Razorpay
- b. PhonePe Payment Gateway
- c. Paytm Gateway
- d. Cashfree
- e. PayU
- f. ICICI Payment Gateway

2. What is your most common/serious complaint with payment gateways:

- a. High transaction fees
- b. Delayed settlement
- c. Poor documentation
- d. Inadequate Security Features
- e. Poor User Experience in Payment Flow

3. What refund options do you expect in case of a failed transaction or order cancellation?

- a. Full refund to original payment method
- b. Partial refund
- c. Store credit for future use
- d. Contact support for manual resolution
- e. Others (Please specify): _____

Designed by

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