

# Customer Support Escalation

## Document #10 – Customer Support Escalation

This policy describes the process for customer support escalation.  
All steps are compliant with the Financial Regulatory Authority (FRA).

Customers must adhere to these policies to ensure smooth transactions.  
Violations may result in penalties, suspension, or legal action.

- Key Highlights:
- Standard processing time: 4 days
  - Penalty after due date: 3% per day
  - Dedicated support via support@example.com

Service Plan	Refund Window	Penalty After Due Date
Basic Plan	7 days	3% per day
Premium Plan	20 days	3% per day
Enterprise Plan	Custom contract	Negotiated terms

## Contact and Support

For any queries or escalations, please contact:

Email: [support@example.com](mailto:support@example.com)

Phone: +91 98765 43210

Address: 123 Finance Street, Mumbai, India.

Office Hours: 9 AM – 6 PM, Monday to Friday.