

Important: Complete applicable fields and attach supporting documents where available.

A. COMPLAINANT DETAILS

Full name

Email address

Contact number

ID / company registration number (optional)

Complainant type

- Consumer or payer
- Merchant
- Website user
- Data subject
- Service provider
- Other

Preferred contact method

- Email
- Phone
- Other

B. COMPLAINT CATEGORY

- Payment-related complaint
- Failed payment
- Duplicate payment
- Incorrect amount
- Payment not reflected by merchant
- Unauthorised or suspected fraudulent transaction
- Merchant-related issue
- Refund or return issue
- Privacy or POPIA complaint
- PAIA or access-to-information issue
- Website issue
- Technical issue
- Service or support issue
- Other

C. TRANSACTION DETAILS, WHERE APPLICABLE

Merchant name

Transaction date

Transaction amount

Bank used

Payment reference

Transaction reference

Payment method

Screenshot or proof of payment attached

 Yes No**D. COMPLAINT DESCRIPTION**

Describe what happened, when it happened, who was involved, and what outcome you are requesting.

E. SUPPORTING DOCUMENTS

- | | |
|--|--|
| <input type="checkbox"/> Proof of payment | <input type="checkbox"/> Merchant correspondence |
| <input type="checkbox"/> Bank confirmation | <input type="checkbox"/> Identity or authority document, if applicable |
| <input type="checkbox"/> Screenshots | <input type="checkbox"/> Other supporting documents |

F. URGENCY OR FRAUD INDICATOR

- I suspect fraud or unauthorised use
- My bank account or credentials may be compromised
- I have already contacted my bank
- I have already contacted the merchant
- This is not urgent

G. CONSENT AND DECLARATION

I confirm that the information provided in this complaint form is true, accurate and complete to the best of my knowledge. I understand that TPay may process the information provided in this form to assess, investigate, respond to and manage my complaint, and may share relevant information with merchants, banks, payment partners, service providers, regulators, law enforcement authorities or other relevant parties where reasonably required and lawful.

Complainant name**Signature****Date****H. SUBMISSION INSTRUCTIONS**

Please email this completed form and any supporting documents to:

support@tppp.africa

Subject line: TPay Complaint: [Your Name] / [Transaction Reference if available]