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**A STUDY OF GRIEVANCES RAISED BY CUSTOMERS TOWARDS
PLASTIC MONEY**

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ABSTRACT

While plastic money has brought convenience and efficiency to financial transactions, it has also given rise to several grievances among customers. A common complaint involves hidden charges and high-interest rates, especially with credit cards. Many consumers feel blindsided by annual fees, late payment penalties, or unexpected charges, which are often not clearly communicated at the time of issuance. Fraud and cybersecurity concerns are another significant grievance. The rise in online transactions has exposed consumers to risks like phishing, card cloning, and unauthorized transactions, causing mistrust and hesitation among users. Despite advancements in security technologies, many customers feel that financial institutions fail to provide adequate protection or quick resolutions in fraud cases. Technical issues, such as failed transactions, ATM errors, or unresponsive point-of-sale machines, also frustrate customers. Such situations often lead to delays in refunds, leaving users dissatisfied. Additionally, the lack of accessibility and awareness in rural and semi-urban areas creates barriers for customers unfamiliar with plastic money, leading to dissatisfaction with its usability.