

# Payments & Checkout Flow

All payments on Federal FEMA Counsel are processed through PayU, a PCI-DSS compliant Indian payment gateway. The flow below describes how a consultation booking moves from selection to confirmation.

## Payment process flow

- 1 You visit the Federal FEMA Counsel website.
- 2 You select a consultancy or advisory service.
- 3 You fill in consultation details and contact information.
- 4 You proceed to the secure payment checkout.
- 5 The website redirects you to the PayU secure payment gateway.
- 6 You select your preferred payment method (UPI, card, net banking, wallet).
- 7 The payment is securely processed by PayU.
- 8 You receive a payment confirmation on successful transaction.
- 9 A confirmation email or message is sent to you.
- 10 The consultancy service is initiated by the Federal FEMA Counsel team.

## Supported payment methods

- UPI
- Credit cards
- Debit cards
- Net banking
- Wallets
- QR code payments

## Security measures

- SSL-secured website
- Secure PayU payment gateway integration
- No storage of sensitive card credentials on our servers
- Encrypted payment communication end-to-end

## Failed transactions

In case of failed transactions:

- Any amount deducted is generally reversed automatically by your bank.
- If the amount is not reversed within 7–10 business days, please contact our support team.

## **Contact for payment support**

Email: [support@federalfemacounsel.in](mailto:support@federalfemacounsel.in)

*Federal FEMA Counsel · [support@federalfemacounsel.in](mailto:support@federalfemacounsel.in) · [www.federalfemacounsel.in](http://www.federalfemacounsel.in)*