



**EPSILON MONEY  
INVESTMENT  
MANAGEMENT**  
IDEAS | EXPERTISE | INTEGRITY



022 500 54 266



support@epsilonmoneyim.com



www.epsilonmoneyim.com

## **GRIEVANCE REDRESSAL POLICY**

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4. GRIEVANCE REDRESSAL PROCESS
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### **1. OBJECTIVE**

Providing excellent service on a regular and consistent basis is very important for the organization's sustained growth. Epsilon Money Investment Management Private Limited (EMIMPL) (Formerly known as Multi Ark Wealth Private Limited) believes that quick and effective handling of complaints as well as prompt, corrective & preventive actions and processes are essential for client satisfaction and their retention with the organization.

The purpose of making the grievance redressal mechanism is to ensure an effective and suitable mechanism to address customer grievances and to ensure fair and expedited response. The Objective to have a grievance redressal mechanism is:

1. A uniform procedure to be followed in an organization.
2. Timely, accurate and efficient redressal of complaints.



3. To ensure customer satisfaction
4. Perceived misleading and unfair trade practices.
5. To adhere with regulatory compliance

## 2. TERMINOLOGY

### 2.1 Client/Customer:

Client/Customer is a person or an individual who enters into an agreement and agrees to take Advisory services from the organization. In this context, all agreement holders who have availed themselves of an advisory service through EMIMPL are covered in this policy.

### 2.2 Complaint or Grievance

An expression of dissatisfaction raised by the Client/Customers related to the services of EMIMPL including in respect of any of the transaction undertaken by EMIMPL in its capacity.

### 2.3 Redressal

A process or an action taken by the organization or its team resulting to give solution to the problem raised by a Client/Customer.

## 3. GUIDING PRINCIPLES

1. **TRANSPARENCY:** The “Client” or “Customer” to be provided with information regarding the channels where to convey and raise their complaints. In addition, if the resolution is expected to take longer time, same should be communicated to the “Client” or “Customer”
2. **ACCESSIBILITY:** The Company shall enable the “Client” or “Customer” to communicate their complaints/issues and avail redressal services through multiple channels.



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3. **ESCALATION:** in case the “Client” or “Customer” is not satisfied with the resolution provided by the current level the same shall be escalated to another higher level. Information on the process of escalation of complaints to a higher level shall be detailed to the “Client” or “Customer”.

#### 4. GRIEVANCE REDRESSAL

In case of any investor grievance, Client shall first lodge a complaint at [support@epsilonmoneyim.com](mailto:support@epsilonmoneyim.com)

On receipt of direct grievance/ Dispute from client, our Customer Service Department shall analyze and resolve the matter within 15 days from receiving the complaint. If the client is not satisfied with the resolution, the client may proceed for escalation by lodging the complaint at: -

Principal Officer	<a href="mailto:abhishek@epsilonmoneyim.com">abhishek@epsilonmoneyim.com</a>
Compliance Head	<a href="mailto:Compliance@epsilonmoneyim.com">Compliance@epsilonmoneyim.com</a>

If the Investor’s complaint is not redressed satisfactorily, one may lodge the complaint with SEBI on SEBI’S SCORES portal at <https://scores.gov.in/scores/Welcome.html>

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>  
<https://apps.apple.com/in/app/sebiscores/id1493257302>

Quick process to lodge Complaint at **SCORES**

- Register on SCORES portal
- Mandatory details for filing complaints on SCORES:
  - Name, PAN, Address, Mobile Number, Email ID
- Benefits
  - Effective communication
  - Speedy redressal of the grievance



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Investor can also send their Complaints to SEBI on the following address: - Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan II Plot No. C7, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051

After exhausting all available options for resolution of dispute, if the client is still not satisfied with the outcome, the client may avail online conciliation and / or online arbitration through Online Dispute Resolution portal (SMART ODR portal) <https://smartodr.in/login>

SEBI Master Circular for Online Resolution of Disputes : [Download](#)



Signature:  
Name: Abhishek Dev  
Designation: Director  
DIN: 05252416

Date: 04/04/2025  
Place: Mumbai



Signature  
Name: Madhu Smita Singh  
Designation: Director  
DIN: 09517758

Date: 04/04/2025  
Place: Mumbai