

63

022 500 54 266



support@epsilonmoneyim.com



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Grievance Redressal / Escalation Matrix

| Details Of | Contact | Address where the | Contact No. | Email ID | Working |
|-------------------|--------------|--|-------------|------------------------|-----------------|
| Designation | Person Name | physical address | | | hours when |
| | | location | | | complainant |
| | | | | | can call |
| Customer | Ms. Juhi Oza | Unit No. 101, 1 st floor, Simba | | | |
| Care | | Tower, CTS No. 67-A/1, | 9967363584 | support@epsilonmoneyi | 9.30 am to 6.30 |
| | | Village Dindoshi, Goregaon, | | m.com | pm |
| | | Mumbai- 400 063 | | | |
| Head of | Ms. Kavita | Unit No. 101, 1 st floor, Simba | | | |
| Customer | Raikar | Tower, CTS No. 67-A/1, | 9136614519 | support@epsilonmoneyi | 9.30 am to 6.30 |
| Care | | Village Dindoshi, Goregaon, | | m.com | pm |
| | | Mumbai- 400 063 | | | |
| Compliance | Ms. Diksha | Unit No. 101, 1 st floor, Simba | | | |
| Officer | Vaish | Tower, CTS No. 67-A/1, | 9140073211 | diksha@epsilonmoneyim | 9.30 am to 6.30 |
| | | Village Dindoshi, Goregaon, | | .com/compliance@epsilo | pm |
| | | Mumbai- 400 063 | | nmoneyim.com | |
| CEO | Mr. Abhishek | Unit No. 101, 1 st floor, Simba | | | |
| | Dev | Tower, CTS No. 67-A/1, | 7400049107 | abhishek@epsilonmoney | 9.30 am to 6.30 |
| | | Village Dindoshi, Goregaon, | | im.com | pm |
| | | Mumbai- 400 063 | | | |
| Principal | Mr. Abhishek | Unit No. 101, 1 st floor, Simba | | | |
| Officer | Dev | Tower, CTS No. 67-A/1, | 7400049107 | abhishek@epsilonmoney | 9.30 am to 6.30 |
| | | Village Dindoshi, Goregaon, | | im.com | pm |
| | | Mumbai- 400 063 | | | |

