



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

022 500 54 260
support@epsilonmoneyim.com
www.epsilonmoneyim.com

GRIEVANCE REDRESSAL PROCESS

In case of any investor grievance, Client shall first lodge a complaint at support@epsilonmoneyim.com & nirmal@epsilonmoneyim.com.

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

Sr. No	Name of Officer	Designation	Email id
1	Ms. Diksha Vaish	Compliance Officer	Diksha@epsilonmoneyim.com
2.	Mr. Siddharth Alok	Principal Officer	Siddharth@epsilonmoneyim.com

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

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.sebi>

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

Investors can also send their Complaints to SEBI at 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 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](#)