



Grievance Redressal / Escalation Matrix

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