

## Escalation Matrix

| Sr.No. | Level   | Escalate to                                            | Contact Details                                                        | Timeline                                   |
|--------|---------|--------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------|
| 1      | Level 1 | Grievance Officer:<br>Mr. Nilesh Gala                  | 9819019003<br><a href="mailto:munaafa@gmail.com">munaafa@gmail.com</a> | Acknowledged: 3 days<br>Resolved: 15 days  |
| 2      | Level 2 | Asset Management Company<br>Investor Relations Officer | Refer to AMC Website                                                   | If unresolved at Level 1<br>within 15 days |
| 3      | Level 3 | SEBI SCORES Portal                                     | <a href="https://scores.sebi.gov.in">scores.sebi.gov.in</a>            | If unresolved at Level 2<br>within 30 days |
| 4      | Level 4 | SMART ODR<br>Online Dispute Resolution                 | <a href="https://smartodr.in">smartodr.in</a>                          | For mediation and<br>arbitration           |

## How to Lodge a Complaint

**Call – 9819019003**

**Email Support – [munaafa@gmail.com](mailto:munaafa@gmail.com)**

### Office Hours:

Monday to Saturday: 10:00 AM to 6 PM

### Our Office Address:

101, B Wing, Pride Enclave,  
Apollo Building, Vishnu Nagar,  
Thane West – 400602

**Note:** We assist investors in drafting and filing escalations to AMCs/Registrars and on SEBI SCORES when required.