



Customer Service Escalation Matrix – Munaafa Financial Services (August 2026)

Dear Valued Customer,

Greetings from MFS!

We are constantly working to enhance our services and better meet your financial needs. To ensure your queries and grievances are resolved quickly and efficiently, we have structured a formal **Customer Service Escalation Matrix**.

For a smooth resolution process, we request you to follow the below **Support Hierarchy** sequentially.

Sr.No.	Escalation Priority	Purpose	Contact Person	Designation	Trigger	Defined TAT	Escalation	Contact Number
1	Primary Support	For regular service requests, documentation, updates, and initial queries	Tejal Sawant	Service Relationship Executive	Receipt of Complaint / Query	2 Working Days	1	+91 8291338185
2	Operational Support	For Advanced Service Requests & Handling Complaints	Snehal Yesare	Senior Relationship Executive	Complaint / Query not resolved	1 Working Day	2	+91 9833669488
3	Executive Escalation	Highest Internal Support – For unresolved matters after completion of the above support process	Nilesh Gala	Proprietor / Owner AMFI Registered MFD	Complaint / Query not resolved	1 Working Day	3 rd. & Final	+91 9819019003

Note – We have common email for queries and complaints: munaafaservices@gmail.com

Office Timings:

Mon to Friday: 10:00 AM to 6 PM

Saturday: 10:00 AM to 1:30 PM