

### ESCALATION MATRIX

Complaints received via various modes e.g. Calls etc. are directed to operational executives to resolve to the same with define TAT's

<u>Trigger</u>	<u>Designation</u>	<u>Defined TAT</u>	<u>Escalation</u>	<u>Contact No.</u>
1) Receipt of complaint	Operation executive	2 Working days	-	1. 7039543450 2.9321543553
2) Complaint not resolved	Operation Manager	1 Working Days	1	1. 9076076265 2.9167336631
3) Complaint not resolved	Operations & Compliance Head	1 Working Days	2	9653203513
4) Complaint not resolved	Partners	1 Working Days	3 <sup>rd</sup> & Final	1.9594193000 2. 9920825562

For INVEST INDIA FINANCIAL SERVICES

*Kaushik*

*Kaushik*

**PARTNER**