

**Grievance Redressal/ Escalation Matrix**

<b>Details of designation</b>	<b>Contact Person Name</b>	<b>Address where the physical address location</b>	<b>Contact No.</b>	<b>Email-ID</b>	<b>Working hours when complainant can call</b>
Customer Care	Sneha Shewade	Benefice Business House, Office No. 3B, 3rd Floor, Mathuradas Mills Estate, N.M. Joshi Marg, Tulsi Pipe Road, Lower Parel West, Mumbai-400013	+91 9820980005	<a href="mailto:sneha@mojopms.com">sneha@mojopms.com</a>	09:00 am – 06:00 pm
Head of Customer Care	Sneha Shewade	Benefice Business House, Office No. 3B, 3rd Floor, Mathuradas Mills Estate, N.M. Joshi Marg, Tulsi Pipe Road, Lower Parel West, Mumbai-400013	+91 9820980005	<a href="mailto:sneha@mojopms.com">sneha@mojopms.com</a>	09:00 am – 06:00 pm
Compliance Officer	Kevin Vincent	Benefice Business House, Office No. 3B, 3rd Floor, Mathuradas Mills Estate, N.M. Joshi Marg, Tulsi Pipe Road, Lower Parel West, Mumbai-400013	+91 22 35121237	<a href="mailto:kevin@marketsmojo.com">kevin@marketsmojo.com</a>	09:00 am – 06:00 pm
CEO	Amit Golia	Benefice Business House, Office No. 3B, 3rd Floor, Mathuradas Mills Estate, N.M. Joshi Marg, Tulsi Pipe	+91 22 35121237	<a href="mailto:amit@marketsmojo.com">amit@marketsmojo.com</a>	09:00 am – 06:00 pm

		Road, Lower Parel West, Mumbai-400013			
Principal Officer	Kevin Vincent	Benefice Business House, Office No. 3B, 3rd Floor, Mathuradas Mills Estate, N.M. Joshi Marg, Tulsi Pipe Road, Lower Parel West, Mumbai-400013	+91 22 35121237	<a href="mailto:kevin@marketsmojo.com">kevin@marketsmojo.com</a>	09:00 am – 06:00 pm