

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	Hemant Parmar	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 35121239	hemant@marketsmojo.com	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 22 35121240	support@marketsmojo.com	09:00 am – 06:00 pm
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	kevin@marketsmojo.com	09:00 am – 06:00 pm