

Investor Grievance Redressal Escalation Matrix

Escalation Level	Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Level 1	Customer Care	Ms. Anita Verma	B/2, Ground Floor, International Trade Centre, Majuragate, Ring Road, Surat – 395002, Gujarat, India.	0261 - 6941041	customercare1@arhamwealth.com	9:30 a.m. to 6:00 p.m. (Monday to Friday)
Level 2	Head of Customer care	Mrs. Dipali Khatiwala	B/2, Ground Floor, International Trade Centre, Majuragate, Ring Road, Surat – 395002, Gujarat, India.	0261 - 6941040	customercare1@arhamwealth.com	9:30 a.m. to 6:00 p.m. (Monday to Friday)
Level 3	Compliance Officer	Mr. Kalpesh Parekh	B/2, Ground Floor, International Trade Centre, Majuragate, Ring Road, Surat – 395002, Gujarat, India.	0261 - 6941042	compliance@arhamwealth.com	9:30 a.m. to 6:00 p.m. (Monday to Friday)
Level 4	Chief Executive Officer	Mr. Jitendrabhai A. Chauhan	B/2, Ground Floor, International Trade Centre, Majuragate, Ring Road, Surat – 395002, Gujarat, India.	0261 - 6941057	jitendra@arhamwealth.com	9:30 a.m. to 6:00 p.m. (Monday to Friday)

In absence of response / complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI at <https://scores.gov.in/scores/Welcome.html>

NSE at <https://investorhelpline.nseindia.com/NICEPLUS>

MCX at <https://www.mcxindia.com/Investor-Services>

CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

Please quote complaint Ref No. While raising your complaint at SEBI SCORES / Exchange portal.