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Grievance Redressal / Escalation Matrix:

1) Customer Care:

All support queries should be addressed to the Customer Care. The contact information is as follows:

- Setup Meeting with Support: <https://calendar.app.google/tDWAhxkoGb7c7KGF6>
- Email: connect@smartwealth.ai
- Phone: 9845203305 Timings 11:00 AM to 3:00 PM (Mon-Fri)

2) Head of Customer Care:

Please reach out on the contact details given below

- Name: Sumit Singh
- Email: sumit@smartwealth.ai
- Setup Meeting with Sumit: <https://calendar.app.google/tDWAhxkoGb7c7KGF6>
- Phone: 9845203305 Timings 11:00 AM to 3:00 PM (Mon-Fri)

3) Principal Officer / Grievance Officer:

- Name: Pankaj Singh
- Email: pankaj@smartwealth.ai
- Setup Meeting with Pankaj: <https://calendar.app.google/CNfRC56DZDmH5T316>
- Phone: 8600146038 Timings 11:00 AM to 3:00 PM (Mon-Fri)

We will ensure your grievance is resolved within 30 days. If you feel that your grievance is not redressed satisfactorily, you may lodge a complaint with SEBI through the [Scores website](#), the SEBI Scores app for [Android](#) or [iOS](#), or the [Online Dispute Resolution portal](#).