

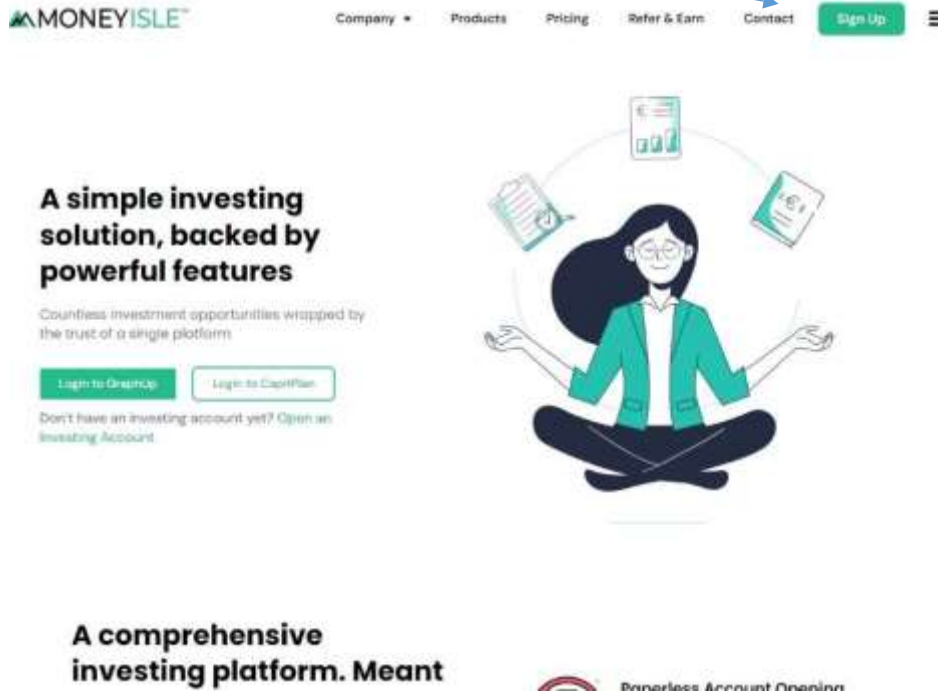
# Procedure for filing a complaint



## OPTION- 1

**Step 1:** Go to Moneyisle website → [www.moneyisle.in](http://www.moneyisle.in)

**Step 2:** Click on Contact us Tab, Link: <https://www.moneyisle.in/contact/>



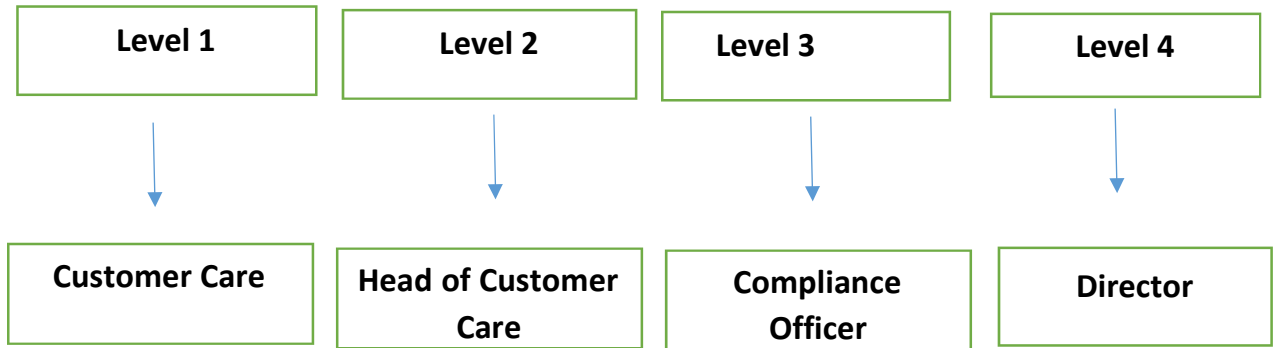
**Step 3:** Escalation Matrix will get open

Escalation Matrix			
Details of	Contact Person	Contact No.	Email Id
Customer care	Arjun Kumar	011 - 43500308	support@moneyisle.in
Head of Customer care	Sandeep Grover	011 - 43500318	compliance@moneyisle.in
Compliance Officer	Nakul Khemka	011 - 43500310	nakul@moneyisle.in
Director	Sunil Khemka	011 - 43500333	sunil@moneyisle.in

Working hours –  
**Monday – Friday:** 9:00 AM to 6:00 PM  
and  
**Saturday** 10:30 AM to 4:30 PM

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> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

#### Step 4: Complainant can raise Complaint as per below complaint raising levels



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

**SEBI** at <https://scores.sebi.gov.in>.

**Exchange** at <https://investorhelpline.nseindia.com/NICEPLUS/>.

**Note:** Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

#### ➡ **OPTION -2**

**Step 1:** Alternatively, you can also reach us through “**LETS TALK**” Facility available on Home page of our website.

**MONEYISLE** Company Products Pricing Ref & Earn Contact Sign Up

### Let's talk?

**Address**  
GATE, Newer Road, Durgam Cheru (Left) - 500003

**Call Us**  
Special: 011-43000000  
Call to trade: 011-43000000-3000  
Retail/Plan: 011-43000000-000

**Email**  
support@moneyisle.com

Name:  Email:

Subject:  Phone:

Message:

**SUBMIT**

**Step 2:** Enter Details such as (Name, Email, Subject, Phone, Message)

**Step 3:** After Entering details, click on submit button

**Step 4:** Post clicking on Submit Button, Complaint Reference number will be received by complainant, via an Email.