

Customer Escalation Matrix and Procedure

Last updated 1st August 2022

INTIMATION BY CUSTOMERS REGARDING CHANGE IN PERSONAL INFORMATION

If there are any changes in the personal information shared by customers with Mool, he/she can contact our customer support at care@mool.one or write to us on grievance@mool.one

CONTACT US OR GRIEVANCE REDRESSAL

- a. If the customer (you) have grievance or complaint, questions, comments, concerns or feedback in relation to Terms and Conditions, the processing of customer information or regarding this Privacy and Security Policy or any other concern, please send an e-mail to grievance@mool.one or call us on +911244379941 or reach us on our toll-free number.

The name and contact details of the Grievance Officer is provided below:

- Name of the officer - Ritikaa TL
- Email - grievance@mool.one
- Landline number - +91 12443 79941
- Address: Townhall Investment Adviser Private Limited, 5th Floor, Woxa IT Park Tower, 463, Rao Gajraj Singh Marg, Phase V, Udyog Vihar, Sector 19, Gurugram, Haryana 122016

GRIEVANCE REDRESSAL PROCEDURE

Level 1

- a. Customer accesses FAQ to address common questions/ queries

Corporate Name: Townhall Investment Adviser Private Limited (Mool)
CIN: U74999JH2020PTC015605

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- b. All required information regarding redressal is detailed in the FAQ section of the “Help and Support” section of the Mool app
- c. If customer is not satisfied with the response provided as part of the FAQs in the Help and Support section of the app, customers can directly reach out to Mool customer support agents via
- Toll-free number: +91 82870 00800
 - Email address: care@mool.one
 - In-app chatbot support: available under “Help and Support” section of the app
 - WhatsApp chatbot support: Whatsapp message “Hi” to 7827543110
- d. Officer in charge in case adequate support is not provided to customers:
- Name: Abhijit Bhaduriya
 - Email ID: abhijit@mool.one
 - Mobile number: +91 95700 09274

Note: Since this is an escalation to the Nodal officer, giving a first call resolution on the phone might not be possible.

Note: all customer queries raised will have a unique customer service query number associated and can be tracked across levels.

Level 2

- a. If the customer (you) have not received a satisfactory response at Level 1 from Mool within 4 working days, please use the following support services of SBM bank:
- Address: SBM Bank India Limited, 101, Raheja Centre First Floor, Free Press Journal Marg, Nariman Point, Mumbai 400 021, Maharashtra
 - Email ID: customercare@smbank.co.in
 - Toll Free no: 1800 1033 817

Level 3

- a. If the customer (you) have not received a satisfactory response at Level 2 within 10 working days, please send an e mail to our Principal Nodal Officer at SBM:
- Email ID: nodal.officer@smbank.co.in
 - Phone no: +91 2240071500
 - Tollfree: 1800 1033 817

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Level 4

a. If Customer (you) are still not satisfied, please reach out to CEO of SBM Bank:

- Chief Executive Officer
- Address: 306- A, The Capital, G-block, Bandra-Kurla Complex, Bandra East, Mumbai 400051, Maharashtra
- Email ID: mdsec@smbank.co.in
- Phone no: +912240071500

For more details on SBM complaints handling policy, please refer to the following link:
<https://www.smbank.co.in/aboutus/grievance-redressal-mechanism.php>

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