

Investor Grievances escalation matrix

Customers can raise the complaints by writing a mail on [grievance@torusgroup.in](mailto:grievance@torusgroup.in)

After successful registration of complaint customer will get the acknowledgement number.

Customer can call on 022-69243000 to know the status of complaint.

Detail of	Contact Person	Address	Contact NO.	Email ID
Client Servicing	Kshitija Mapuskar	1802, C-Wing, Lotus Corporate Park, Off Western Express Highway, Jai Coach, Goregaon (East), Mumbai – 400063, Maharashtra, India	Tel. NO. 022-69243000 (Ext:-266) (Monday –Friday from 9.30 A.M to 6.30 P.M)	<a href="mailto:customer.support@torusgroup.in">customer.support@torusgroup.in</a>
Head of Client Servicing	Jyoti Devrukhkar	1802, C-Wing, Lotus Corporate Park, Off Western Express Highway, Jai Coach, Goregaon (East), Mumbai – 400063, Maharashtra, India	022-69243000 (Ext:-263) (Monday –Friday from 9.30 A.M to 6.30 P.M)	<a href="mailto:Jyoti.Devrukhkar@torusgroup.in">Jyoti.Devrukhkar@torusgroup.in</a>
Compliance Officer	Bansi Sanghvi	1802, C-Wing, Lotus Corporate Park, Off Western Express Highway, Jai Coach, Goregaon (East), Mumbai – 400063, Maharashtra, India	022-69243000(Ext. 265) (Monday –Friday from 9.30 A.M to 6.30 P.M)	<a href="mailto:ankur.gadia@torusmoney.com">ankur.gadia@torusmoney.com</a>
Chief Executive officer(CEO)	Soumen Ghosh	1802, C-Wing, Lotus Corporate Park, Off Western Express Highway, Jai Coach, Goregaon (East), Mumbai – 400063, Maharashtra, India	022-69243000(Ext. 265) (Monday –Friday from 9.30 A.M to 6.30 P.M)	<a href="mailto:Tfm.compliance@torusgroup.in">Tfm.compliance@torusgroup.in</a>

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

SEBI,NSE,BSE &CDSL on below mentioned link:

Regulators	Link to Lodge a Complaint
SEBI	<a href="https://www.scores.gov.in/scores/Welcome.html">https://www.scores.gov.in/scores/Welcome.html</a>
NSE	<a href="https://investorhelpline.nseindia.com/NICEPLUS/">https://investorhelpline.nseindia.com/NICEPLUS/</a>
BSE	<a href="https://bsecrs.bseindia.com/ecomplaint/frminvestorHome.aspx">https://bsecrs.bseindia.com/ecomplaint/frminvestorHome.aspx</a>
CDSL	<a href="https://www.cdslindia.com/Footer/grievances.aspx">https://www.cdslindia.com/Footer/grievances.aspx</a>

Note :- Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.