Vera Money
SEBI Registered Investment Adviser
203, South West Block, Alwar, Rajasthan - 301001
Ph: 8828494979 | PAN: AOYPG9216L | GSTIN: 08AOYPG9216L1Z5 |
SEBI RIA: INA000023269 | BASL Membership No: 2578

Grievance Redressal Policy

1. We welcome your feedback; it helps us improve our products and services for our clients. If you are dissatisfied with any aspect of our products or services and wish to make a complaint, you can submit your grievance/complaints to the Investment Adviser at ayush_khandelwal@veramoney.in

2. To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

• Your name and address

• Account details

• A clear description of your concern or complaint

• Details of what you would like us to do to resolve the complaint.

• Copies of any relevant documents/information

• A telephone number where we can contact you.

• Timings at you would prefer us to contact you.

Grievance Redressal / Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Head of Customer Care	Ayush Khandelwal	203, South West Block, Alwar, Rajasthan, 301001	8828494979	ayush_khandelwal@veramoney.in	10AM - 6PM
Compliance Officer	Ayush Khandelwal	Same as above	8828494979	ayush_khandelwal@veramoney.in	10AM - 6PM
Principal Officer	Ayush Khandelwal	Same as above	8828494979	ayush_khandelwal@veramoney.in	10AM - 6PM
Founder	Ayush Khandelwal	Same as above	8828494979	ayush_khandelwal@veramoney.in	10AM - 6PM

3. In case you are not satisfied with our response you can lodge your grievance with SEBI at https://scores.sebi.gov.in/ or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.
SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:
Android: https://play.google.com/store/apps/details?id=com.sebi
Apple: https://apps.apple.com/in/app/sebiscores/id6478849917

4. In the unlikely event that your issue remains unresolved, you can also opt for online resolution of the dispute on the SMART ODR Portal at https://smartodr.in For details on the process, please click here.