



Claritas Insights LLP: SEBI Registered Investment Adviser-Reg. No.: INA000022376 | BASL Enlistment No.: 2483 | LLPIN: ACT-4963

ESCALATION MATRIX

INVESTOR GRIEVANCE REDRESSAL MECHANISM

At Claritas, we are committed to providing the highest standards of service and transparency. In case of any grievance or concern, investors may escalate the matter through the following hierarchy.

Details of Designation	Contact Person Name	Address	Contact No.	Email	Working Hours
Customer Care/ Head of Customer Care	Ms. Sheetal Kataria	2006, One world, SV Road, Near NL School, Malad West, Mumbai-400064, Maharashtra, India	+91 9664111017	advisoryservices@claritaswealth.in	Monday to Friday 9:30am to 5:30pm
CEO	NOT APPLICABLE				
Compliance Officer	Ms. Charu Sharma	2006, One world, SV Road, Near NL School, Malad West, Mumbai-400064, Maharashtra, India	+91 9819766910	compliance@claritaswealth.in	Monday to Friday 9:30am to 5:30pm
Principal Officer	Mr. Vicky Rathod	2006, One world, SV Road, Near NL School, Malad West, Mumbai-400064, Maharashtra, India	+91 9619659060	advisory@claritaswealth.in	Monday to Friday 9:30am to 5:30pm

Sebi Scores Platform

If the grievance is not resolved satisfactorily through the above mechanism, investors may lodge their complaint on the SEBI SCORES platform.

<https://scores.sebi.gov.in>

Online Dispute Resolution (ODR) Portal

Investors may also access the Online Dispute Resolution (ODR) portal for resolution of disputes arising in the Indian securities market.

<https://smartodr.in/login>

Important Information

While raising a grievance, investors are requested to provide the following details for faster resolution:

FULL NAME | REGISTERED CONTACT NUMBER | PAN / CLIENT ID | NATURE OF COMPLAINT | RELEVANT SUPPORTING DOCUMENTS

CLARITAS INSIGHTS LLP

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Registered Office: Fl-2404, A-Wing, CTS 3-4, Oberoi Exquisite, Dindoshi, Goregaon East, Mumbai - 400063, Maharashtra, India.

Correspondence Office: 2006, One World, S V Road, Near N L High School, Malad West, Mumbai - 400064, Maharashtra, India.

Email: info@claritaswealth.in **Website:** <https://claritaswealth.in/>