

### Grievance Redressal Mechanism- Flowchart

Level	Contact	Turnaround Time from the date of receipt of initial grievance
Level 1	Customer Service Team Email: grievanceredressal@apolloinvest.com Contact Number: 7700986861	5 -10 Business Days
Level 2	Ms. Pooja Gohel Grievance Redressal Officer Email Id: <a href="mailto:compliance@apolloinvest.com">compliance@apolloinvest.com</a> Contact Number:7700986861	20 Business Days

\*All the grievances shall be closed within 30 days from the date of receipt.

In case the grievance is not resolved within 30 days, customers may approach the RBI Complaint Management System at <http://cms.rbi.org.in>

#### **Centralised Receipt and Processing Centre (CRPC)**

Reserve Bank of India

Central Vista, Sector 17, Chandigarh – 160 017.