

Aldan Investments Private Limited

701 Heritage Plaza, JP Road
Andheri West, Mumbai 400053
CIN: U67120MH1995PTC084811



Standard Operating Procedure – Filing a complaint

Step 1: 1st point-of-contact

If you have a complaint or grievance, contact our office at +912266707803/7805 or send an email at info@aldaninvestments.com or send mail to registered office address.

Mandatory information required to process a complaint:

1. Subject of email/letter/call must include your UCC and trade reference number (Contract Note/Bill reference number)
- 2.

Step 2: Resolution within 7 days

We aim to resolve your concern within 7 working days from the date of receipt.

Step 3: Escalation Matrix

If your concern remains unresolved after Step 2, you can escalate your concern to the next level

Escalation matrix:

Level 1	Customer Care	sanjay@aldaninvestments.com	+912266707822
Level 2	Head of Customer Care	abhay@aldaninvestments.com	+912266707805
Level 3	Compliance Officer	nimesh@aldaninvestments.com	+912266707823
Level 4	CEO	meet@aldaninvestments.com	+912266707878

Please make sure to provide all necessary details and supporting documents when raising the complaint. It is important you provide all the necessary information at Stage 1 and ensure that info@aldaninvestments.com is marked in all communication.

Step 4: Further escalation

If you are not satisfied with the response provided by Aldan Investments, you may register your query on <https://smartodr.in/login> or register complaint on <https://scores.sebi.gov.in/>

Tracking Complaint:

You may track your complaint after 7 working days by contacting us through original complaint channel (email/phone/letter).