

Mechanism to raise your Grievance Redressal

Mechanism to raise your grievance- You can send us an email on info@myvestige.com or call us @ 1800 102 3424

Documents and Information Required

To ensure the timely resolution of all your redressal, full details like Distributor ID, documents (if required) and the concern in clear words must be provided at the time of raising the request.

GrievanceTracking – You will receive a complaint number on each complaint raised over email or call.

Timeline for Grievance Redressal

Acknowledgement – You will receive the acknowledgement of your grievance within 48 hours from the time of its receipt.

Solution – Your grievance will be redressed within a period of One month from the date of its receipt

Appeal – If you are not satisfied with the response or closure, you can appeal the matter, you may write to Grievance Redressal Officer and provide the following-

- Reason for escalation
- Complaint Number

Grievance redressal officer will acknowledge the appeal within 48 working hours from the time of its receipt. Your appeal will be redressed within a period of One month from the date of its receipt.

You can track your complaint at any point of time through our website – www.myvestige.com or also you can call @ our toll free number 1800 102 3424

Name	Email Address	Contact Number
Mr. Eshan Suri	grievance.officerin@myvestige.com	011-4310 1234