

Steps for Investor Complaint

Stage 1 - With Customer Service Team

For any complaints or grievances about your experience with Apex Fingrow Private Limited (refer as AFPL), we provide you multiple ways to connect with us, this includes a comprehensive knowledge base, reaching to us via email on support@apexfin.in, with our customer support.

It is our endeavour to offer your assistance to your satisfaction on your queries related to your experience with AFPL.

Stage 2 - With The Compliance Officer

If you have any issue that is not resolved after 15 days from raising it, or if you are not satisfied with the response received, you may, after completing the 15 days' period from the date of first raising the issue, write to our Compliance Officer at

The Compliance Officer,

Email: compliance@apexfin.in Mobile No.- 8078667161

Address - 104, 105 & 106, 1st Floor, X-Change Plaza, Dalal CHS, Gift City, Gandhinagar - 382355

Please quote your ticket id, full complaint in detail, resolution provided, date of submission of the complaint for faster resolution by the Compliance Officer.

Stage 3 - With Founders Office

If you continue to be not satisfied with the response received in the next 15 days from writing to the Compliance Officer, you may further escalate the issue and write to us Founders Officer at: jayant@apexfin.in Please quote your ticket id, full complaint in detail, resolution provided, date of submission of the complaint for faster resolution by the Founder Office.

Stage 4 - With Scores

Furthermore, if you are not satisfied with the resolution provided, you may approach SEBI at www.scores.gov.in

Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, Email ID.

Please quote your ticket id, full complaint in detail, resolution provided, date of submission of the complaint for resolution by SEBI.