



Customer Grievance

AU MetalPay Pvt Ltd aims at being the most customer-centric company when it comes to Gold/Silver investments, and hence we promote full transparency and sincerity with our users. Trust is the primary key to our organisation, and nothing is above in our operations. We follow the following principles on our grievance policy:

- All our users are to be treated fairly
- Any complaints are to be taken with the utmost importance.
- AU MetalPay Pvt Ltd will take care of all our customer complaints in a fairly and timely manner.
- All our employees work in the interest of our users.

We understand customers trusting in us with their investments is a big responsibility. We will always provide the best service. However, we know that customer grievance can arise due to multiple reasons. They are at their complete liberty to file a complaint, or a provide feedback in writing, email, or on pocketasset.in and we will always be there to listen.

Please follow the following steps to address your grievance:

Step 1 Customer Support

You can contact us on our customer support number, and our dedicated team will provide you with a resolution through email or chat. The team will strive for a resolution to your concern/query within seven business days from the time you contact us.

Step 2 Customer Grievance

If your query is still unresolved, please write to us at grievance@pocketasset.in with the subject - Grievance. Our customer service head will address your problem. We will strive to ensure this is resolved within three business days from the date of receipt.