

Customer Service Escalation Matrix – GRF365 (August 2026)

Dear Valued Customer,

Greetings from GRF365...!!!

We are constantly working to enhance our services and better meet your financial needs. To ensure your queries and grievances are resolved quickly and efficiently, we have structured a formal **Customer Service Escalation Matrix**.

For a smooth resolution process, we request you to follow the below **Support Hierarchy** sequentially.

Sr.No.	Escalation Priority	Purpose	Contact Person	Designation	Contact Number	Email ID
1	Primary Support	For regular service requests, documentation, updates, and initial queries	Urmila Nirmal	Senior Relationship Executive	+91 8591088334	urmila@growright.online
2	Primary Support	For regular service requests, documentation, updates, and initial queries	Priti Shroff	Service Relationship Executive	+91 8928302074	priti@growright.online
3	Primary Support	For regular service requests, documentation, updates, and initial queries	Komal Panchariya	Service Relationship Executive	+91 8097494432	sfs.emp5@gmail.com
4	Operational Support	For queries requiring further assistance after Primary Support	Archana Dhavade	Lead Sales & Operations	+91 7021632528	archana@growright.online
5	Executive Escalation	Highest Internal Support – For unresolved matters after completion of the above support process	Sankkai Gujrathi	Director	+91 9689940093	info@growright.online