REDRESSAL OF GRIEVANCE

As an Individual Research Analyst, I believe that investor service is an essential part of building trust and sustaining long-term relationships. My aim is to ensure that every investor receives prompt, fair, and respectful service across all communication points. Since research services are provided directly to investors, resolving queries and complaints efficiently becomes extremely important.

1. **How to Raise a Complaint**

If you are not satisfied with my services and would like to lodge a complaint, I encourage you to first reach out to me directly. All communication will be handled professionally, responsibly, and with a genuine intent to resolve the issue.

Grievance Redressal Contact Details:
Name: Rishab Gupta
Mobile: +91 8630862790
Email: rishabg886@gmail.com

You may also write a letter and send your query/complaint to the following address:

Kazipura, Near Clock Tower, Bahraich, Lucknow, Uttar Pradesh-271801

All complaints will be resolved on a **best-effort basis within 7 business days** from the date of receipt.

2. **Evaluation of your Complaint**

The first step is for us to be clear about the nature of your complaint, and determine what can be done to resolve it. After completing our review/investigations into your complaint, we will be in touch to provide you with a full response to your complaint.

3. **Escalation to Principal Officer**

If you are not still not satisfied with the response or the handling of your complaint by our grievance team, you can approach and write an email to Rishab Gupta, Principal Officer at rishabg886@gmail.com with complete details. Rishab Gupta will get in touch with you at the earliest and try to resolve your complaint as soon as possible.

4. **Escalation to SEBI (After 21 days)**

If your complaint is not resolved within a period of 21 days, you may refer your complaint to the regulator - The Securities and Exchange Board of India (SEBI), through the SCORES platform.

5. Filing a Complaint on SCORES / RAASB

i. SCORES 2.0 (a web based centralized grievance redressal system of SEBI for facilitating effective grievance redressal in time-bound manner)

Website: https://scores.sebi.gov.in

Two level review for complaint/grievance against Research Analyst:

- First review done by designated body (RAASB)
- Second review done by SEBI

For any further queries, feedback or assistance, please contact SEBI office on toll free Helpline at 1800 22 7575/ 1800 266 7575.

6. SMART ODR Platform

If the Investor is not satisfied with the resolution provided by the SCORES, they may file the complaint/ grievance on SMARTODR platform for its resolution through online conciliation or arbitration.

Website: https://smartodr.in/login

7. Physical Filing of Complaints with SEBI

With regard to physical complaints, investors may send their complaints to:

Office of Investor Assistance and Education,
Securities and Exchange Board of India,
SEBI Bhavan, Plot No. C4-A, 'G' Block,
Bandra-Kurla Complex, Bandra (E),
Mumbai - 400 051.