

INVESTOR GRIEVANCE REDRESSAL POLICY

For filling a complaint first the customer needs to send an email to Pinakini@gvk.com . Once email is sent a ticket number will be assigned to the customer which he can refer to in future conversations. Status update of that ticket will be received on the customer's registered email address and the same can be quoted for all future conversations as a reference. If the customer is not satisfied with this resolution then the customer may raise his grievance in the below mentioned manner.

All the investor grievances are monitored and redressed by the Compliance Officer of the Company who reports directly to the Board of Directors and this essentially takes care of the necessary escalation in case of any long pending and serious complaint, otherwise the same are taken care of by the Compliance Officer with the support of the Compliance team.

The clients can email their grievances on the email id: pinakiniig@gvk.com which is displayed on our website and the same also mentioned on the contract notes and other correspondence if any sent to the client from time to time. All the mails received are duly monitored and redressed by the Compliance Officer.

The register of grievances is centrally maintained for better control and monitoring, Thus the grievances received in writing, mail, verbally, etc. are centrally monitored and redressed and recorded with all the necessary steps taken for redressal of the same.

All the Investor Grievances received are verified and scrutinized by the compliance department. On receipt of the complaint, the Compliance Officer can seek further information from the complainant and also seek any details/information from the concerned department/officials/Sub-Brokers/Authorised Person for verification against allegations made in the complaint. If there is no response from concerned department/officials/Authorised Person within 7 working days of the complaint, the same is escalated to Executive Director.

The compliance Department ensures that the complaints are resolved within one month and if there is no further queries/ clarifications from client within one month, the matter will be treated as resolved and closed and registers will be updated.

The board reviews the complaints on quarterly basis. If any complaints are not resolved, the board looks in to the matter for speedy remedial action to be taken to resolve the matter. Also the same will be informed to the exchanges /depositories if required.

Please find the Escalation matrix [here](#).