

Modes of receipt of complaint/grievance:

Complaints or Grievances are directly received by us through our Website or Investor Grievances Email id or Compliance Department Email id or on Dedicated Telephone No. from the clients.

A. Following are Escalation Matrix for registering the Grievances/Complaint

Stage	Matrix	Contact Person	Address	Email	Working Hours
1	Customer Care/ Client servicing	Kaushik Prajapati	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad 380059	operation@aryafingroup.in	9.30 AM to 6.00 PM
2	Head of Customer care/ Client Servicing	Mr. Harshil Shah	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad 380059	harshil@aryafingroup.in	9.30 AM to 6.00 PM
3	Compliance Officer	Mr. Hitesh Soni/ Compliance Team	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad 380059	compliance@aryafingroup.in	9.30 AM to 6.00 PM
4	Chief Executive Officer	Mr. Shani Patel	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad 380059	shani@aryafingroup.in	9.30 AM to 6.00 PM

► Following is the procedure to lodge the complaint

Any client can lodge their grievance by raising a complaint on our website or on phone call or by sending email. If client is raising grievance through phone call to the Customer Care Officer and if the grievances are of routine nature, then same will be resolved by Customer Care Officer on phone.

Client can raise their grievance by filing a complaint through our website i.e. <https://www.aryafingroup.in/investor-grievances/> as per below:

fill up the required details such as Client Name, Code, Email Id and Description of the Issue/ Grievance. Additionally, client can also attach supporting to the grievance and submit it.

Client can raise their grievance by filing a complaint through our website i.e. <https://www.aryafingroup.in/investor-grievances/> as per below:

➤ **Step-1:**

Investor Grievance

Client Name * Client Code * Email Address *

Subject *

Short description of the ticket

Description *

Attach File

Choose File no file chosen

I understand my personal information like Name, Email address, IP address, etc. will be stored in database.

I agree to the terms and conditions

Submit Reset Form

- Once client submits the complaint a unique Ticket Number will be generated and the Ticket Number can be used for future communications and to track the status of complaint.
- The client will receive an acknowledgement email upon submission of a complaint.
- The client can track the status of its complaint i.e. pending or resolved by entering Ticket Number under Check Status Tab.
- The client will also receive an acknowledgement email once complaint gets resolved.

The Compliant shall be resolved within 3 working days from the date of receipt.

Open existing ticket

Ticket ID

Email Address

Submit Cancel

➤ **Step-2:**

If the client remains unsatisfied from the response of Customer Care Officer, client may escalate the complaint to Head of Customer Care as per the escalation matrix. Who will try to resolve the grievances after ascertaining the facts from relevant departments.

➤ **Step-3**

If the Client is not satisfied with the response of Head of Customer Care, the grievance shall be addressed by the Compliance Officer/Compliance Team who will responsible to resolve grievances as per the regulations of the Exchanges and SEBI.

➤ **Step-4**

If the client feels that their grievances are not addressed properly by the Compliance Officer/ Compliance Team, they may have the option to approach CEO of the Company. CEO will try to resolve the grievances of clients in co-ordination with

► **Step-5**

If the client is not satisfied from the resolution provided by the Chief Executive Officer of the company, the client may approach relevant exchanges for resolution through Integrated Grievance Redressal System (IGRS) /Arbitration Mechanism.

Investors May file their complaints through SCORES portal at <https://scores.sebi.gov.in>

1. The Complaints lodged on SCORES against any Entity shall be automatically forwarded to the concerned Entity through SCORES for resolution and submission of ATR.
2. Entities shall resolve the Complaint and upload the ATR on SCORES within 21 calendar days of receipt of the Complaint.
3. The ATR of the entity will be automatically routed to the complainant.
4. The Complaint against the Entity shall be simultaneously forwarded through SCORES to the relevant Designated Body. The Designated Body shall ensure that the concerned Entity submits the ATRs within the stipulated time of 21 calendar days.
5. The Designated Body shall monitor the ATRs submitted by the entities under their domain and inform the concerned entity to improve the quality of redressal of grievances, wherever required.
6. SEBI may concurrently monitor grievance redressal process by entities and Designated Bodies.