

I. Filing of Complaint on Investor Grievance ID¹

- In case you wish to file a complaint, please write to Investor Grievance ID: india-client-support@gs.com.
- The Company will acknowledge the complaint along with by providing the ticket / reference number.
- In case you wish to know the status of your complaint filed, please write to Investor Grievance ID: india-client-support@gs.com quoting your ticket / reference number.
- Should you not receive any response within 14 days, and you wish to escalate the matter, you may report such complaints to escalation contacts mentioned below:

II. Escalation matrix²

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care	Kalpesh Lodha	951-A, Rational	+91 22 6616 9032	Kalpesh.lodha@gs.com
Head of Customer Care	Noamaan Kazi	House, Appasaheb	+91 22 6616 9072	Noamaan.kazi@gs.com
Compliance Officer	Anil Rajput	Marathe Marg,	+91 22 6616 9135	gs-sdc- mumbai@gs.com
Designated Director	Nikhilesh Kasi	Prabhadevi Mumbai 400025	+91 22 6616 9065	Nikhilesh.kasi@gs.com

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at NSE - <https://investorhelpline.nseindia.com/NICEPLUS/> BSE - <https://bseclrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>.

III. INFORMATION REGARDING SEBI COMPLAINT REDRESS SYSTEM (SCORES)³

Filing Complaints on SCORES - Easy & quick

a. Register on SCORES portal (<https://scores.gov.in/scores/Welcome.html>)

b. Mandatory details for filing complaints on SCORES:

i. Name, PAN, Address, Mobile Number, Email ID

c. Benefits:

i. Effective Communication

ii. Speedy redressal of the grievances

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Ref: ¹NSE circular NSE/COMP/56350 dated April 13, 2023; BSE Notice No. 20230417-50 dated April 17, 2023.

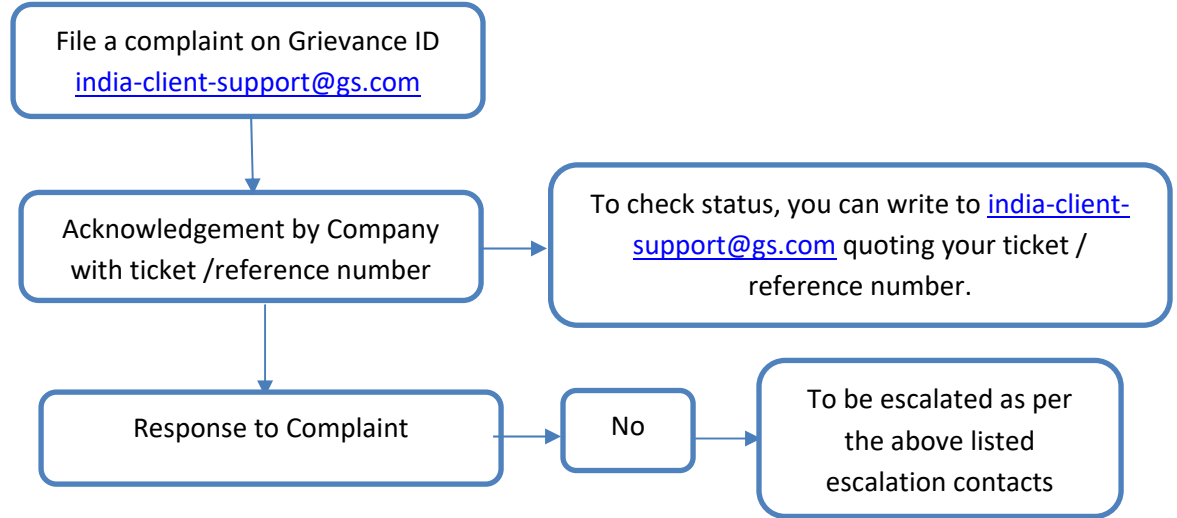
²NSE Circular NSE/ISC/52517 (No. 11/2022) dated June 03, 2022; BSE Notice No. 20220614-15 dated June 14, 2022;

³NSE Circular NSE/ISC/2019/41519 dated July 4, 2019 and BSE Notice 20190704-44 dated July 4, 2019

⁴SEBI Circular on ODR - https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html

IV. Online Dispute Resolution⁴

For filing online arbitration/online conciliation, please access [SMART Online Dispute Resolution Portal](#)



Ref: ¹NSE circular NSE/COMP/56350 dated April 13, 2023; BSE Notice No. 20230417-50 dated April 17, 2023.

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⁴SEBI Circular on ODR - https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html