

Grievance Redressal Mechanism

In the present scenario excellence in customer service is the most important tool for sustained business growth. This mechanism aims at minimising instances of customer complaints and grievances through proper service delivery, to review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism shall help in identifying shortcomings in service delivery and to minimise customer dissatisfaction. This system will ensure that the complaints are redressed in a just and fair manner within the given framework of rules and regulations. The objective of this document is to outline an efficient and effective grievance redressal mechanism for all EquityPandit's subscribers who are taking the investment advisory services from the company.

The mechanism has been designed taking into account the following:

1. Any grievance raised by a subscriber/customer is addressed and attended in a defined turnaround time.
2. A proper resolution is provided to the customer.
3. The complaints are reviewed by the management periodically and improve the process so as to avoid the recurrence of similar complaint again in future.
4. To ensure that any unresolved grievance is escalated to the appropriate level.

Grievance Registration and escalation:

Level 1: Grievances are handled by the support department. You can either mail your grievance to support@equitypandit.com or call us at **8000816688** or log your grievance at www.equitypandit.com/support. Your grievance would be attended and our support team would give your proper resolution.

Level 2: If your grievance is not addressed by the support team properly in 1 week then you can mail the department head at admin@equitypandit.com. The administrator would make sure to assign an executive to resolve your issue on an urgent basis.

Level 3: If still you don't get any satisfactory resolution within 7 working days by the department head, then you can mail our CEO Cell at management@equitypandit.com and we would make sure that you get fair resolution to your issues.

Still, if you feel that you are not properly addressed by the Equitypandit team and your issues are left unresolved then you can lodge your complaint at SCORES at <https://scores.gov.in/>.

EquityPandit Financial Services (P) Limited

SEBI Registered Investment Advisor

SEBI Registered Number: INA000006688