

## **GRIEVANCES REDRESSAL POLICY**

We believe that Investor service is a vital element for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships and therefore Investor satisfaction becomes critical to us, especially since we follow the Direct-to-Investor model. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

- Investors will be treated fairly at all times
- Complaints raised by Investors will be dealt with courtesy and in a timely manner
- Queries and Complaints will be treated efficiently and fairly.

**Goldvest Capital Services Private Limited** and employees work in good faith and without prejudice, towards the interests of the Investors.

We have a dedicated Client Servicing Team which is responsible for timely and prompt communication with our clients, while having an open attitude towards service recovery, and The Client Servicing Team is Headed by Mr. Amarendra Hanumanula (amar@goldvest.in) Contact Number: 9908004646

### **Grievance Redressal Mechanism**

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

Goldvest Capital Services Private Ltd,  
Plot No-26, Road No-3, SITE-II, Film Nagar, Jubilee Hills, Hyderabad, Telangana-500096

3. Clients can write to the Investment Manager at amar@goldvest.in if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Investment Advisor.
4. If Client issue is not resolved in one month from the date of raising the complaint for the first time, customer can log his/her grievance on SEBI SCORES portal. SCORES may be accessed thorough SCORES mobile application as well same can be downloaded from below link:  
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>
5. Our SCORES Link - <https://scores.sebi.gov.in>



6. The complaint shall be lodged on SCORES within one year from the date of cause of action, where:
- The complainant has approached Goldvest Capital, for redressal of the complaint and,
  - Goldvest has rejected the complaint or,
  - The complainant has not received any communication from Goldvest or,
  - The complainant is not satisfied with the reply received or the redressal action taken by Goldvest Capital.

**ODR Mechanism-**

- After exhausting all aforementioned options for resolution, if the client is not satisfied, they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR) at <https://smartodr.in/login>
- Alternatively, the client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Investment Adviser is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.
- The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in SCORES guidelines or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.
- one may also write to the office of SEBI address - 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 or contact SEBI Office on Toll Free Helpline at [1800 266 7575](tel:18002667575)/ [1800 22 7575](tel:1800227575).