

# PROCEDURE FOR REDRESSAL OF INVESTOR GRIEVANCES

In case the client has a grievance, they can follow the process outlined below:

## 1. Initial Contact:

- The client can contact Ashutosh Financial Services Pvt. Ltd. in person, by telephone, or via email at the following:
- Address: Ashutosh Financial Services Pvt. Ltd., Sterling Apartment, Near Jubilee Baug Chowk, Jawahar Road, Rajkot - 360001
- Email: [info@ashutoshfinserv.com](mailto:info@ashutoshfinserv.com)
- Phone: +91 72 2884 8181 / +91 70 4308 8859

## 2. Complaint Resolution:

- If the client is not satisfied with the services and wishes to lodge a complaint, they are requested to first speak with the authorized representative from Ashutosh Financial Services Pvt. Ltd. The client can discuss their concerns and be assured that the complaint will be resolved on a best-effort basis within 7 working days.

## 3. Escalation:

- If the client remains dissatisfied with the response or the handling of the complaint by the authorized representative, they can escalate the issue by emailing Mr. Daxesh Dineshbhai Kothari, Managing Director, at [ddk@ashutoshfinserv.com](mailto:ddk@ashutoshfinserv.com) with complete details. Mr. Daxesh Kothari will get in touch with the client at the earliest and attempt to resolve the complaint as quickly as possible.

## 4. Regulatory Review:

- If the complaint is not resolved within one month, the client may refer the complaint to the regulator – The Securities and Exchange Board of India (SEBI). SEBI has a centralized web-based complaints redress system called 'SCORES.' The link to the platform is [Click here](#).

## 5. Alternative Contact:

- Alternatively, the client can write to SEBI at the following address:
- Office of Investor Assistance and Education, SEBI Bhawan, Plot No. C4-A, G Block, Bandra Kurla Complex, Bandra (E), Mumbai 400051
- Telephone: +91-22-2644 9000 / 4045 9000
- Fax: +91-22-2644 9016-20 / 4045 9016-20