

## I. Filing of Complaint on Investor Grievance ID<sup>1</sup>

- In case you wish to file a complaint, please write to Investor Grievance ID: [india-client-support@gs.com](mailto: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](mailto: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 matrix<sup>2</sup>

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care	Kalpesh Lodha	951-A, Rational	+91 22 6616 9032	<a href="mailto:Kalpesh.lodha@gs.com">Kalpesh.lodha@gs.com</a>
Head of Customer Care	Noamaan Kazi	House, Appasaheb	+91 22 6616 9072	<a href="mailto:Noamaan.kazi@gs.com">Noamaan.kazi@gs.com</a>
Compliance Officer	Anil Rajput	Marathe Marg,	+91 22 6616 9135	<a href="mailto:gs-sdc-mumbai@gs.com">gs-sdc- mumbai@gs.com</a>
Designated Director	Gaurav Jaitly	Prabhadevi Mumbai 400025	+91 22 6616 9424	<a href="mailto:Gaurav.Jaitly@gs.com">Gaurav.Jaitly@gs.com</a>

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in> 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)<sup>3</sup>

Filing Complaints on SCORES - Easy & quick

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

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: <sup>1</sup>[NSE circular NSE/COMP/56350 dated April 13, 2023; BSE Notice No. 20230417-50 dated April 17, 2023.](#)

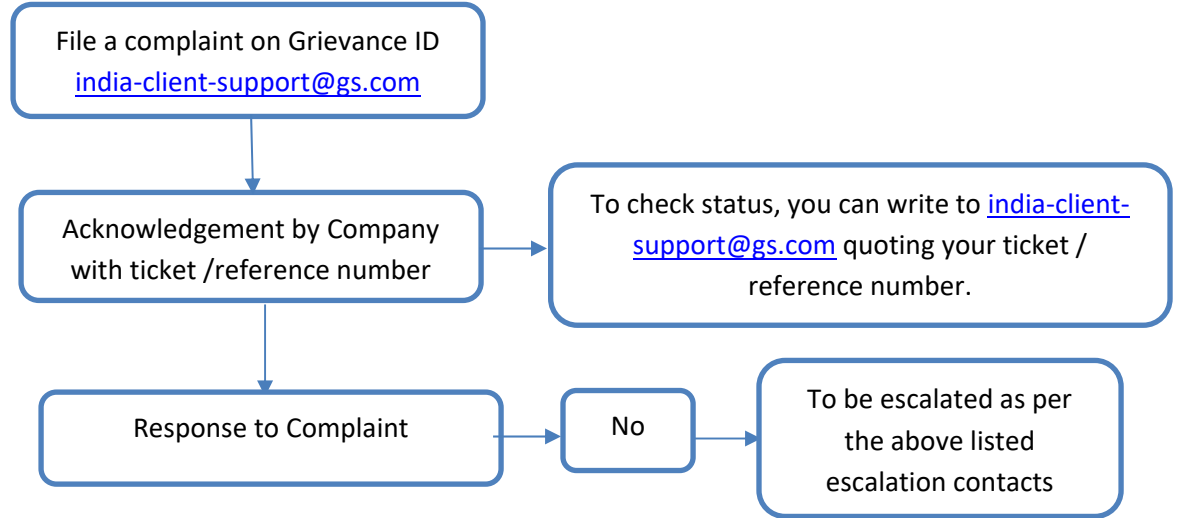
<sup>2</sup>[NSE Circular NSE/ISC/52517 \(No. 11/2022\) dated June 03, 2022; BSE Notice No. 20220614-15 dated June 14, 2022.](#)

<sup>3</sup>[NSE Circular NSE/ISC/2019/41519 dated July 4, 2019; BSE Notice 20190704-44 dated July 4, 2019.](#)

<sup>4</sup>[https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)

#### IV. Online Dispute Resolution<sup>4</sup>

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



Ref: <sup>1</sup>[NSE circular NSE/COMP/56350 dated April 13, 2023; BSE Notice No. 20230417-50 dated April 17, 2023.](#)

<sup>2</sup>[NSE Circular NSE/ISC/52517 \(No. 11/2022\) dated June 03, 2022; BSE Notice No. 20220614-15 dated June 14, 2022.](#)

<sup>3</sup>[NSE Circular NSE/ISC/2019/41519 dated July 4, 2019; BSE Notice 20190704-44 dated July 4, 2019.](#)

<sup>4</sup>[https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)