

COMPLAINT /GRIEVANCE REDRESSAL MECHANISM

A. Modes of receipt of complaint/grievance:

Complaints or Grievances are directly received by us through our Website or Investor Grievances Email id or Compliance Department Email id or on Dedicated Telephone No. from the clients.

B. Following are Escalation Matrix for registering the Grievances/Complaint

Stage	Matrix	Contact Person	Address	Email	Working Hours
1	Customer Care/Client servicing	Ms. Jayati Thakkar	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad 380059	operation@aryafingroup.com	9.30 AM to 6.00 PM
2	Head of Customer care/Client Servicing	Mr. Harshil Shah	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad-380059	harshil@aryafingroup.com	9.30 AM to 6.00 PM
3	Compliance Officer	Mr. Hitesh Soni/Compliance Team	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad 380059	backoffice@aryafingroup.com compliance@aryafingroup.com	9.30 AM to 6.00 PM
4	Chief Executive Officer	Mr. Shani Patel	20th Floor, B-wing, Privilon, Ambli-BRT Road, b/h Isckon Temple, Off S.G. Highway, Ahmedabad-380059	shani@aryafingroup.com	9.30 AM to 6.00 PM

C. Following is the procedure to lodge the complaint

Stage-1

Any client can lodge their grievance by raising a complaint on our website or on phone call or by sending email. If client is raising grievance through phone call to the Customer Care Officer and if the grievances are of routine nature, then same will be resolved by Customer Care Officer on phone.

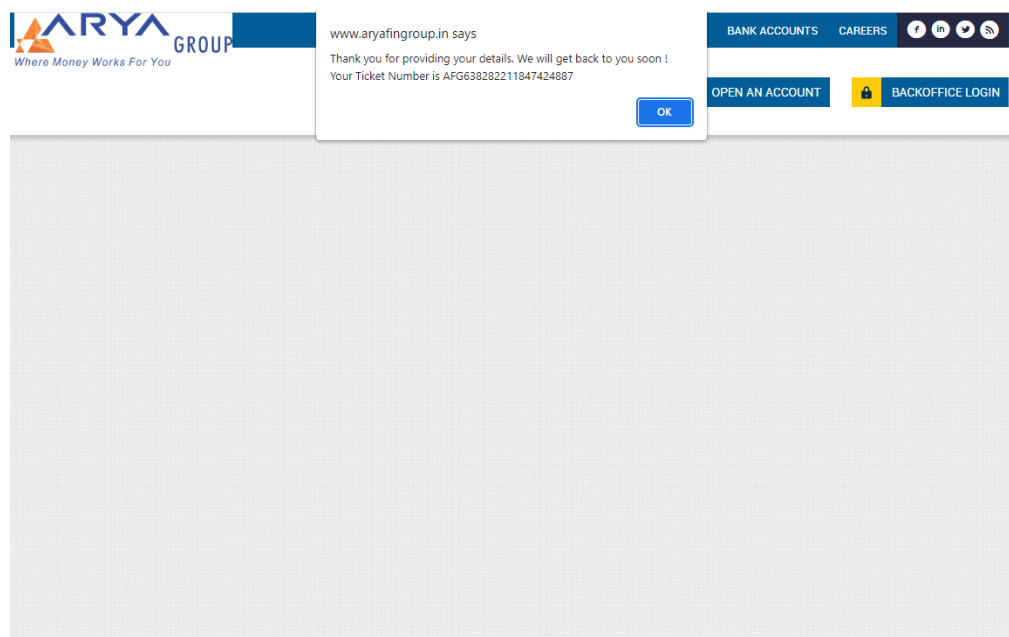
Client can raise their grievance by filing a complaint through our website i.e. <https://www.aryafingroup.in/static/Investorgrv.aspx> as per below:

I. IF YOU ARE AN EXISTING CLIENT:

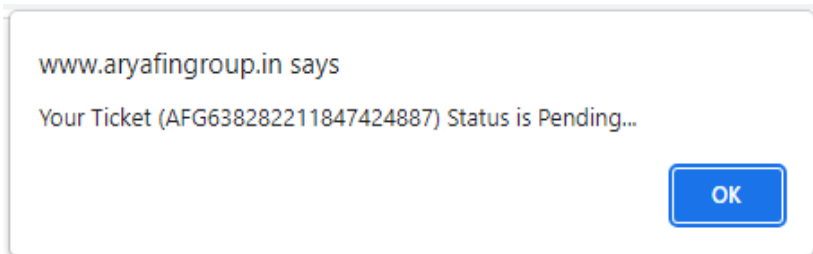
- Select Yes and fill up the required details such as Client Name, Code, Email Id and Description of the Issue/ Grievance
- Additionally, client can also attach supporting to the grievance and submit it.

The screenshot shows the 'Create a Ticket' form on the Arya Group website. The form is set against a blue background. At the top, there is a navigation bar with the Arya Group logo and the tagline 'Where Money Works For You'. Below the navigation bar, there are several menu items: 'About Us', 'Product & Services', 'News & Markets', 'Online Services', 'Tools & Calculator', 'Partner With Us', and 'Knowledge Center'. The main heading of the form is 'Create a Ticket'. Below the heading, there is a toggle switch for 'You have Account in Arya Group.' which is currently set to 'Yes'. The form contains several input fields: 'Client Name*' with the value 'XYZ', 'Client Code*' with the value 'XYZ', and 'Email Id*' with the value 'abc@gmail.com'. There is a large text area for 'Description of the Issue you are facing*' containing the text 'Test Mail'. Below this, there is a section for 'If you want to add an image related to the issue' with a 'Choose File' button and the text 'No file chosen'. A red 'SUBMIT' button is located at the bottom right of the form.

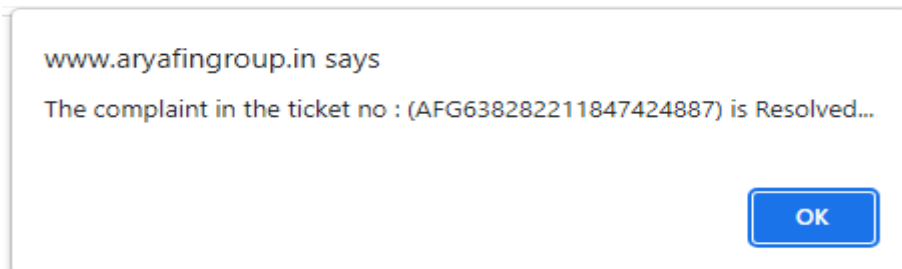
- Once client submits the complaint a unique Ticket Number will be generated and the Ticket Number can be used for future communications and to track the status of complaint.
- The client will receive an acknowledgement email upon submission of a complaint.



- The client can track the status of its complaint i.e. pending or resolved by entering Ticket Number under Check Status Tab.
- The client will also receive an acknowledgement email once complaint gets resolved.



OR



II. IF YOU ARE NOT AN EXISTING CLIENT:

- Select No and fill up the required details such as Name, PAN, Email Id and Description of the Issue/ Grievance.
- The complainant can submit the grievance as per above mentioned procedure.

The Compliant shall be resolved within 3 working days from the date of receipt.

Step-2: -

If the client remains unsatisfied from the response of Customer Care Officer, client may escalate the complaint to Head of Customer Care as per the escalation matrix. Who will try to resolve the grievances after ascertaining the facts from relevant departments.

Step-3

If the Client is not satisfied with the response of Head of Customer Care, the grievance shall be addressed by the Compliance Officer/Compliance Team who will responsible to resolve grievances as per the regulations of the Exchanges and SEBI.

Step-4

If the client feels that their grievances are not addressed properly by the Compliance Officer/ Compliance Team, they may have the option to approach CEO of the Company. CEO will try to resolve the grievances of clients in co-ordination with other departments if required under his active supervision.

Step-5

If the client is not satisfied from the resolution provided by the Chief Executive Officer of the company, the client may approach relevant exchanges for resolution through Integrated Grievance Redressal System (IGRS) /Arbitration Mechanism.