

## COMPLAINT REDRESSAL MECHANISM FOR DEPOSITORY PARTICIPANT BUSINESS

### 1. OBJECTIVE

The Customer Complaint Redressal Mechanism is framed to provide the best services to demat account holders and to comply with the Guidelines/Circulars/Instructions issued by SEBI, CDSL and NSDL from time to time.

### 2. COMPLAINT REDRESSAL MECHANISM

In case of any complaints/grievances/to know the status update of the complaint, the customer may contact the Compliance Officer through the below mentioned contact details:

Name of Compliance Officer	: Ms. Urvi Rathod
Email Id for NSDL Account holder	: <a href="mailto:afplnsdlig@avendus.com">afplnsdlig@avendus.com</a>
Address	: 901, Platina, 9 <sup>th</sup> Floor, Plot No. C-59, Bandra Kurla Complex,  Bandra (E), Mumbai 400051
Telephone No	: (91) (22) 6648 0950
Fax	: (91) (22) 6648 0040

For complaint/status update on complaint, customers can also write to:

The Compliance Officer  
Avendus Finance Private Limited  
901, Platina, 9<sup>th</sup> Floor, Plot No. C-59, Bandra Kurla Complex  
Bandra (East), Mumbai- 400 051

- The Escalation matrix for resolving any investor/client complaint is also displayed on the website of the Company - <https://www.avendus.com/Upload/Misc/investor-grievances-escalation-matrix.pdf>.
- If the grievances are not redressed satisfactorily, the investor/client may escalate the complaint through the SCORE Portal online at <https://scores.sebi.gov.in/>.
- If investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR Portal) at <https://smartodr.in/login>.

#### **Avendus Finance Private Limited**

Regd. Office: 901, Platina, 9<sup>th</sup> Floor, Plot No. C-59,  
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CIN: U65921MH1996PTC251407  
Email id: [avendus.secretarial@avendus.com](mailto:avendus.secretarial@avendus.com)  
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