GRIEVANCE REDRESSAL PROCESS

In case of any investor grievance, Client shall first lodge a complaint at support@aarthiqadvisory.in

On receipt of direct grievance/ dispute from client, our Customer Service Department shall analyze and resolve the matter within 15 days of receiving the complaint. If the client is not satisfied with the resolution, the client may proceed for escalation by lodging the complaint at:

Sr. No	Name of Officer	Designation	Email id
1	Kavisha Prasad	Compliance Officer	kavisha@aarthiqadvisory.in
2.	Mayank Prakash	Principal Officer	mayank@aarthiqadvisory.in

If the Investor's complaint is not redressed satisfactorily, one may lodge the complaint with SEBI on SEBI'S SCORES portal at https://scores.sebi.gov.in

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link: https://play.google.com/store/apps/details?id=com.sebi

Quick process to lodge Complaint at **SCORES**

Register on SCORES portal

Mandatory details for filing complaints on SCORES:

- Name, PAN, Address, Mobile Number, Email ID

Benefits

- Effective communication
- Speedy redressal of the grievance

Investors can also send their Complaints to SEBI at the following 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

SEBI toll-free helpline number: 1800 22 7575/1800 266 7575

JMD Aarthiq Private Limited

SEBI Registration No: INA000023302

CIN: U82990BR2026PTC081813

Registered Office: Plot No. 60, Nandan Puri, Maurya Path, B V College, Phuylwari, Patna-800014

Corporate Office: Ground Floor, A-46/1, Naraina Vihar, New Delhi-110028

After exhausting all available options for resolution of dispute, if client is still not satisfied with the outcome, the client may avail online conciliation and / or online arbitration through Online Dispute Resolution portal (SMART ODR portal) https://smartodr.in/login

SEBI Master Circular for Online Resolution of Disputes: Download

Grievance Redressal / Escalation-Matrix

Details of Designation	Contact Person Name	Address	Email Id	Working hours when complainant can call
Customer Care		A 46/1, Ground Floor, Naraina Vihar, Naraina, New Delhi, 110028	support@aarthiqadvisory.in	09:30 am to 06:30 pm
Compliance Officer	Kavisha Prasad	A 46/1, Ground Floor, Naraina Vihar, Naraina, New Delhi, 110028	kavisha@aarthiqadvisory.in	09:30 am to 06:30 pm
Principal Officer	Mayank Prakash	A 46/1, Ground Floor, Naraina Vihar, Naraina, New Delhi, 110028	mayank@aarthiqadvisory.in	09:30 am to 06:30 pm

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