



TECHWEALTH

TECHWEALTH CAPITAL SERVICES PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

Techwealth Capital Services Private Limited

CIN: U66120GJ2020PTC115335
SEBI Registration Number - IN2000312335
BSE Member ID - 6822

Contact

+91-9157886546 / +91-9104886546
connect@thefixedincome.com
www.thefixedincome.com

Address

2nd Floor, Sheraton House,
Opp. Ketav Petrol Pump, Polytechnic Road,
Ambawadi, Ahmedabad - 380015

1. Introduction:

In current scenario of securities market at globe level, customer service is paramount for sustaining business growth and its development. Customer and client complaints are an integral aspect of every corporate entity's operations and also played very crucial role in the growth of every organisation. Customer satisfaction and service excellence is main motto of the organisation. Also, we believe that offering swift and effective service is pivotal not only for attracting new customers but also for retaining existing ones. Our company is dedicated to enhancing customer service and optimizing the complaint Redressal Mechanism through innovative initiatives aimed at surpassing customer expectations.

This Policy addressing and developed for grievances of customers with the following considerations:

- a. Fair treatment of customers at all times.
- b. Courteous and timely handling of customer complaints.
- c. Informing customers about avenues for escalating complaints within the organization and their entitlement to alternative remedies if dissatisfied.
- d. Ensuring efficient and equitable resolution of all complaints.
- e. Ensuring that company employees work in good faith and without bias towards customer interests.

2. Grievance Resolution

Any complaint received directly or through Exchange shall be redressed as soon as possible, however, not later than 15 business days from the date of receipt.

➤ Touch points:

The following are the touch points through which the clients can get the clients can get their issues / concerns / queries addressed through any one of the following: -

- ✓ Call on customer care on 079-66828174/5
- ✓ Matter can be referred on the dedicated email Id: connect@thefixedincome.com
The email Id is also displayed while communicating with the clients.
- ✓ Letter can also be sent by post or courier addressed to the Manager Customer Care team at the registered address available on the Website.

➤ **Escalation Matrix:**

In case the customer has approached for grievance and is not satisfied with the response he may escalate the issue/complaint. The escalation Matrix is defined and displayed on our website on –

https://www.thefixedincome.com/upload/investor_grievance/investor_grievance-1721899693.pdf

➤ **Responsibility**

The Customer Care team is responsible for resolving all Investor Grievances received by them. The Head of Customer Grievance will supervise the Implementation of the Policy. The compliance Officer will also regularly monitor to ensure effective implementation of the Policy.

3. Periodic Review

The Company's Board of Directors will periodically review the Complaint Redressal mechanism at specified intervals to ensure its effectiveness and alignment with our commitment to customer satisfaction.

4. Ongoing Improvement

The Board of Directors will also oversee the Code's implementation and review its effectiveness to ensure continuous enhancement of our complaint redressal process. Our dedication to exceptional customer service remains unwavering, reflecting our commitment to putting customers first.

Disclaimer:

TeCSPL has a discretion to alter/change any of close out parameters defined in this policy on the basis of prevailing market conditions, considering the dynamics of operations, business plans, and strategy of managements from time to time, and/or any risk perception with or without prior intimation and can use their discretion to grant any kind of exemptions/permissions in case they deem fit on case to case basis. In the time of extreme volatility or major impending event which might trigger such volatility, TeCSPL reserves the right to withdraw the same. The company may modify or amend any of these rules without prior notice. The amended policy will be uploaded on the website of TeCSPL from time to time.



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: Grievances Escalation:

Contact Persons	Department	Address	Contact No.	E-mail ID	Working Hours
Ms. Shivangi Jain	Senior Manager - Grievance Cell	2 nd Floor, Sheraton House, Opp. Ketav Petrol Pump, Ambawadi, Ahmedabad - 380015	079-66828174	grievance@techwealth.co.in	Mon – Sat 9:30 am to 6:30 pm (2 nd , 4 th and 5 th Saturdays will be Holiday)
Mr. Pranav Patel	Compliance Officer		079-66828062	Compliance.techwealth@gmail.com	
Mr. Yagnesh Upadhyay	Head – Product and Distribution		079-66828074	Yagnesh.upadhyay@techwealth.co.in	
Mr. Tirth Shah	CEO		079-66828039	Tirth.shah@techwealth.co.in	

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