

# Grievance Redressal Policy

Line Spacing: 1.15

## 1. Objective

The purpose of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievance in respect of the services offered. The broad objectives for handling customer grievances include:

- Providing fair and equal treatment to all clients without bias at all times.
- Ensuring all issues raised by clients are dealt with courtesy and resolved within stipulated timelines.
- Developing an adequate and timely organizational framework to promptly address and resolve customer grievances fairly and equitably.
- Providing an enhanced level of satisfaction to clients.
- Providing easy accessibility to the client for immediate grievance redressal.

## 2. Definition of Grievance

Client's queries or complaints include any communication expressing dissatisfaction regarding the conduct, act of omission, commission, or deficiency of service where remedial action is sought. However, the following are not included:

- Complaints that are incomplete or not specific in nature.
- Communications offering suggestions.
- Communications seeking guidance or explanation.

## 3. Raising of Grievance and Complaints

Fluid Fincap Private Limited has established adequate procedures for expeditious grievance redressal:

1. **Initial Step:** The Client should email the grievance to **support@fluidfincap.com**. The company will address the matter within 15 working days of receipt.
2. **Escalation:** If the grievance is not addressed, the Client can communicate complaints to **compliance@fluidfincap.com**.
3. **External Redressal:** If the Client is not satisfied with the response, they can lodge a complaint via the SEBI-notified portals:
  - SCORES Portal: <https://scores.sebi.gov.in>
  - Online Dispute Resolution: <https://smartodr.in/login>
4. **Arbitration:** Disputes may also be resolved through arbitration or through an Ombudsman authorized by any regulatory authority.

## 4. Grievance Redressal Matrix

Designation	Contact Person	Contact No.	Email-ID	Working Hours (Mon-Fri)
Customer Care	Anjan Garg	8904585433	anjan@fluidfincap.com	09 AM-05 PM
Head of Customer Care	Paritosh Gunjan	9599588124	paritosh@fluidfincap.com	09 AM-05 PM
Compliance Officer	Paritosh Gunjan	9599588124	paritosh@fluidfincap.com	09 AM-05 PM
CEO	Anuj Bajpai	9109918008	anuj@fluidfincap.com	09 AM-05 PM
Principal Officer	Aniket Shirke	7718957000	aniket@fluidfincap.com	09 AM-05 PM

**Physical Address:** Signet Wing A, Cessna Business Park, Bengaluru, Karnataka 560 103