

Grievance Redressal

Grievance Redressal Mechanism

Client's queries / complaints include any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but do not include the following—

- i. complaints that are incomplete or not specific in nature;
- ii. communications in the nature of offering suggestions;
- iii. communications seeking guidance or explanation

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 by . The following are broad objectives for handling the customer grievances:

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

Raising of Grievance and Complaints

1. Liquide Solutions Private Limited has adequate procedure for expeditious grievance redressal. The Client has to email the grievance to support@liquide.life for which LIQUIDE SOLUTIONS PRIVATE LIMITED will address the same within 15 working days of receipt of the mail.
2. In case grievances have not been addressed, the Client can communicate complaints to compliance@liquide.life.
3. If in any case, the Client is not satisfied by the response of Liquide Solutions Private Limited, as mentioned above then the Client can lodge a complaint in 'SCORES Portal' (<https://scores.sebi.gov.in>) or 'Online Dispute Resolution' (<https://smartodr.in/login>) which are notified by SEBI.

4. Any dispute between Liquide Solutions Private Limited and his client may be resolved through arbitration or through Ombudsman authorized or appointed for the purpose by any regulatory authority, as applicable.

Grievance Redressal Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Anjan Garg	Signet Wing A, Cessna Business Park, Bengaluru, Karnataka 560 103	8904585433	anjan@liquide.life	Mon-Fri 09 AM – 05 PM
Head of Customer Care	Paritosh Gunjan	Signet Wing A, Cessna Business Park, Bengaluru, Karnataka 560 103	9599588124	paritosh@liquide.life	Mon-Fri 09 AM – 05 PM
Compliance Officer	Kunal Ambasta	Signet Wing A, Cessna Business Park, Bengaluru, Karnataka 560 103	7558351806	kunal@liquide.life	Mon-Fri 09 AM – 05 PM
CEO	Anuj Bajpai	Signet Wing A, Cessna Business Park, Bengaluru, Karnataka 560 103	9109918008	anuj@liquide.life	Mon-Fri 09 AM – 05 PM
Principal Officer	Aniket Shirke	Signet Wing A, Cessna Business Park, Bengaluru, Karnataka 560 103	7718957000	aniket@liquide.life	Mon-Fri 09 AM – 05 PM

If you have a grievance, you can reach out to our Support Team for assistance.