CIN: U65990KA2022PTC164941
Email Id: connect@goldenpi.com
Phone No: 080-45685666
www.goldenPi.com

INVESTOR GRIEVANCE REDRESSAL MECHANISM

Introduction:

Goldenpi's approach is to treat and service all Investors' consistently and fairly. The Company endeavors to redress all grievances/ complaints, in a reasonable time and satisfactory manner in line with guidelines as provided by SEBI in Master Circular for Stock Brokers (SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2024/53) dated 22nd May 2024 and Circular (SEBI/HO/OIAE/IGRD/CIR/P/2023/156) dated 20th September 2023. Investor grievances/complaints constitute an important voice of Investor and thus a structured grievance redressal framework is important. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick, effective handling and resolution of Investors' grievances is essential. This mechanism shall ensure that all grievances/complaints shall be heard, and the response would be shared for such grievances/complaints.

The Investor Redressal Mechanism of the Company is based on the following principles:

1. Investors are treated fairly at all times.

2. Grievances/Complaints raised by Investors are dealt with courtesy and in a timely manner.

3. Grievances/Complaints are treated efficiently and fairly.

4. The employees and management of the Company work in good faith and towards the interests of the Investors.

Applicability and Objective:

SEBI (Stock-Brokers) Regulations, 1992 mandates implementation of Investor Grievance Mechanism by all the Stock Brokers to address the complaints/ grievances of any of its investors. Accordingly, in view of the regulatory requirement and to ensure prompt resolution, the Company has laid down the appropriate Grievance Redressal Mechanism to resolve grievances/ complaints of its investors.

All Investor grievances/complaints registered with the Company shall be reviewed, monitored and resolved in compliance with the provisions of the applicable laws. The focus shall be, to ensure all grievances are resolved on a timely basis and to the full satisfaction of the investors.

The Company has designated the Compliance Officer appointed under SEBI (Stock Brokers) Regulations, 1992, as Investor Grievance Redressal Officer, who can be approached in case of any grievance/ complaint.

Steps for handling Investor Grievances:

As part of this mechanism, we provide a Three-level process as below, to solve any of your complaints or grievances. Level

1 - Customer Service Team

Level 2 - Compliance Officer

Level 3 - SEBI SCORES portal

Level 1 - Customer Experience Team

On the first level, you can register your grievance about your experience by writing to us via email at contact-us@goldenpi.com or you can also reach out to us on our WhatsApp support number (+91 080-45685666) for chat support.

The Customer Experience Team will endeavor to promptly register and respond to your query within 15 (fifteen) days from the date of receipt. You will receive a response via email / WhatsApp support along with the confirmation that the ticket has been resolved and thus, closed. Additional information, if any, required from the complainant, shall be sought within seven working days from the date of receipt of the complaint.

Level 2 - The Compliance Officer

In case your complaint remains unresolved even after completion of 15 (fifteen) days from the date of registration or in case you are not satisfied with the response received, you may, write to our Compliance Officer with:

The ticket number;Full complaint in detail;Resolution provided;Date of submission of the complaint;And other necessary details

The Compliance Officer,(Ms Ekta Sheth) Email: compliance-gspl@goldenpi.com .Also, an Investor shall submit a written grievance/complaint marking it to the Investor Grievance Redressal Officer at 36/5 Somasundarapalya, HustleHub Tech Park, Sector 2, HSR Layout, Haralukunte, Bengaluru, Karnataka 560102

The Compliance Officer will endeavor to review and respond to your escalation within 15 (fifteen) days of receipt of your communication by the Compliance Officer.

Level 3 -SEBI SCORES portal

Further, if you are not satisfied with the resolution provided in the previous levels, you can approach to lodge a complaint on SCORES 2.0 https://scores.sebi.gov.in/ - Easy & quick by clicking on “Sign Up” and selecting the category as “Investor”. While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), Contact details, Email id, etc. are required to be provided.

Resolution mechanism for Online Complaints through SCORES:

In case Investor has approached the Company for redressal of the Complaint and the Company has rejected the Complaint or the Complainant has not received any communication from the concerned Company or is not satisfied with the reply received or the redressal by the Company may submit an online complaint / grievance through SCORES 2.0 at https://scores.sebi.gov.in/ within one year from date of cause of action.

Complaint shall be auto forwarded to the Company through SCORES 2.0. The Company shall resolve the Complaint and upload the ATR on SCORES 2.0 within 21 calendar days of receipt of the Complaint. The ATR uploaded by the Company will be automatically routed to the complainant.

The given complaint shall be simultaneously forwarded to Designated Body, i.e., relevant Stock Exchange (“Stock Exchange”) selected at the time of submission of Complaint on the Scores 2.0. The Designated Body to ensure that the Company shall submit the ATRs with the stipulated timeline.

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First review

In case the Company has not submitted the ATR within the stipulated time of 21 calendar days. the concerned Designated Body shall take cognizance of the Complaint for first review of the resolution through SCORES.

Or

If the complainant is not satisfied with the resolution provided and makes a request for a review of the resolution provided by the Company within 15 calendar days from the date of submission of ATR. The concerned Entity shall submit the ATR to the Designated Body within the time stipulated by the Designated Body.

The Designated Body may seek clarification on the ATR submitted by the Entity for the first review. The concerned Entity shall provide clarification to the respective Designated Body, wherever sought and within such timeline, as the Designated Body may stipulate. The Designated Body shall submit the revised ATR to the complainant on SCORES within 10 calendar days of the review sought.

Second review

The complainant may seek a second review of the Complaint within 15 calendar days from the date of the submission of the ATR by the Designated Body.

In case the Designated Body has not submitted the ATR within the stipulated time of 10 calendar days or If the complainant is not satisfied with the ATR provided by the Designated Body, SEBI may take cognizance of the Complaint for second review through SCORES.

Then, SEBI may take up the review with stakeholders involved, including the Company or/and Designated Body. The Company or/and Designated Body shall take immediate action on receipt of second review complaint from SEBI and submit revised ATR to SEBI through SCORES 2.0, within the timeline specified by SEBI. The second review Complaint shall be treated as 'resolved' or 'disposed' or 'closed' only when SEBI 'disposes' or 'closes' the Complaint in SCORES. Hence, mere filing of ATR with respect to SEBI review complaint will not mean that the SEBI review complaint is disposed.

Initiation of the Dispute Resolution Mechanism

After exhausting the aforementioned options for resolution of grievance, if the investor is still not satisfied with the outcome or where the issues raised require adjudication on any third party rights, on questions of law or fact or which is in the nature of a lis between parties or if investors are not satisfied with disposal on SCORES post SEBI review, they shall seek appropriate remedies through the Online Dispute Resolution mechanism in securities market. In addition, investors have the option to approach legal forums including civil courts, consumer courts etc.

In case the Investor opts for Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time while the complaint is pending on SCORES 2.0, the pending complaint shall be treated as disposed on SCORES 2.0.

Review and Amendment:

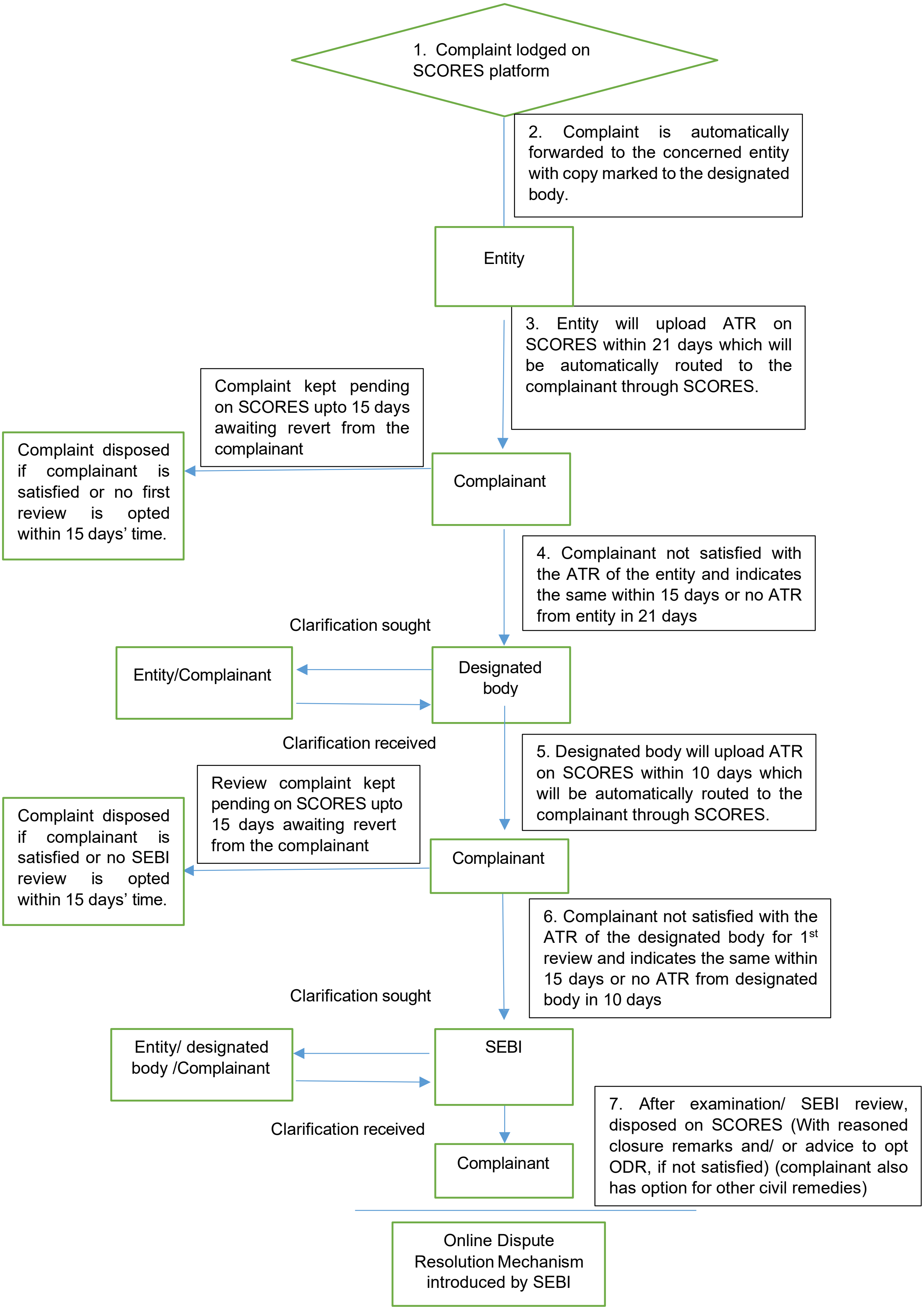
The Company shall reserve the rights to review and make amendment to the Policy from time to time as it deems fit in accordance with the applicable Laws, Rules and Regulations for the time being in force. In the event of any conflict between the provisions of this Policy and the Act or Regulations or Rules or any other Statutory enactments, the provisions of such Act or Regulations or Rules or Statutory enactments shall prevail over this Policy. An interim review and amendment can also be carried out to accommodate minor changes, if any, on regulatory and operating front by the Compliance Officer of the Company.

Important links:

SEBI SCORES 2.0	https://scores.sebi.gov.in/scores-home
SMART ODR	https://smartodr.in/login

Schedule III

(To SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023)



भारतीय प्रतिभूति और विनिमय बोर्ड
Securities and Exchange Board of India

Annexure-36 - Information regarding Grievance Redressal Mechanism

Dear Investor,

In case of any grievance / complaint against the Stock Broker / Depository Participant:

Please contact Compliance Officer of the Stock Broker/ Depository Participant (Name) / email-id (xxx.@email.com) and Phone No. - 91-XXXXXXXXXX.

You may also approach CEO/ Partner/Proprietor (Name) / email-id (xxx.@email.com) and Phone No. - 91-XXXXXXXXXX.

If not satisfied with the response of the Stock Broker/ Depository Participant, you may contact the concerned Stock Exchange / Depository at the following:

	Web Address	Contact No.	Email-id
NSE	www.bseindia.com	xxxxxxxxxx	xxx@bseindia.com
BSE	www.nesindia.com	Xxxxxxxxxx	xxx@nse.co.in
MSEI	www.msei.in	xxxxxxxxxx	xxx@msei.in

	Web Address	Contact No.	Email-id
CDSL	www.cdslindia.com	xxxxxxxxxx	xxx@cdslindia.com
NSDL	www.nsdl.co.in	xxxxxxxxxx	xxx@nsdl.co.in

You can also lodge your grievances with SEBI at http://scores.gov.in. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.