GRIEVANCE REDRESSAL MECHANISM FOR DIGITAL ACCESSIBILITY COMPLIANCE IN ACCORDANCE OF "RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016"

In compliance with the SEBI Circular SEBI/HO/ITD-1/ITD_VIAP/P/CIR/2025/111 dated July 31, 2025, Fincos Technology Solutions Private Limited has established a dedicated grievance redressal mechanism to address accessibility related complaints from persons with disabilities (PwDs).

Dedicated Channels

- Email: compliance@fincossolutions.com
- Helpline: +91 9870408627 (Monday – Saturday, 11:00 AM – 6:00 PM)

In case of any grievance/ complaints against the Merchant Banker, please contact us via email, post, or telephone. All grievances are handled strictly according to the Escalation Matrix as given below:

Escalation

Compliance Officer/ Nodal Officer (Level I)

Mr. Ashok Ranjan Mishra
Address: 412, 4th Floor, Antriksh Bhawan,
KG Marg, New Delhi-110001
Email Id: compliance@fincossolutions.com
hone No: +91 9870408627

Director (Level II)

Mr. Vinod Kumar Dixit
Address: 412, 4th Floor, Antriksh Bhawan,
KG Marg, New Delhi-110001
Email Id: office@fincossolutions.com
Phone No: +91 9870408627

Resolution Timeline

- All accessibility related grievances will be acknowledged within 2 working days.
- Resolution/ response will be provided within 10 – 15 working days.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.