Investor Grievance Redressal Mechanism

Fincos Technology Solutions Private Ltd endeavors to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. Fincos realizes that quick and effective handling and resolution of customer's complaints is essential to provide excellent customer service.

• Complaints shall be resolved in a proper and time bound manner with detailed advice to the customer. In case the resolution needs time, an interim response, acknowledging the complaint shall be issued.

•The Client can approach the office of Portfolio Manager for redressal of their Grievances/Complaints and contacted at:

Fincos Technology Solutions Private Limited
412, 4th Floor, Antriksh Bhawan
22 Kasturba Gandhi Marg
Connaught Place, New Delhi
New Delhi-110001
Tel: 01120915125
Email: info@fincossolutions.com/office@ fincossolutions.com

• On receiving a complaint, the Investor Relations Officer will be required to look into the matter and respond as soon as possible.
•On completion of investigation, a reply will be sent to the concerned investor.

•In case you are not satisfied with our response you can lodge your grievance with SEBI at http://scores.gov.in or you may also write to any of the offices of SEBI.

• SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:

For Android users:
https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330

For Apple users: https://apps.apple.com/in/app/sebiscores/id1493257302

• ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD- 1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market".
• A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - https://smartodr.in/

Fincos Technology Solutions Private Limited