



GRIFFIN CAPITAL SERVICES LLP

Complaint Redressal Mechanism

Dear Investors,

At **Griffin Capital Services LLP**, we are committed to ensuring a seamless and transparent experience for all our investors. We understand that occasionally, concerns may arise, and we have established a robust complaint redressal mechanism to address them promptly and effectively.

Key Features of Our Complaint Redressal Mechanism:

1. **Dedicated Grievance Officer:** We have designated a grievance officer who oversees the complaint handling process. They are responsible for receiving, recording, and resolving grievances in accordance with regulatory guidelines.
2. **Multiple Channels for Complaint Submission:** Investors can submit their complaints through various channels:
 - o Email: info@griffincap.in
 - o Phone: 96116 66699
 - o In person at our office: 912, 9th Floor, Tower 1, Prestige Meridian, MG Road, Bangalore - 560001
3. **Acknowledgment and Timely Resolution:** Upon receipt of a complaint, we acknowledge it promptly and initiate an investigation. We aim to resolve all complaints within 7 (Seven) working days and keep you informed of the progress through regular updates.
4. **Escalation Process:** If you are not satisfied with the resolution provided, you have the option to escalate the matter to higher authorities within our organization or directly to the Securities and Exchange Board of India (SEBI) through their SCORES platform. <https://scores.sebi.gov.in/>
5. **Transparency and Compliance:** We adhere strictly to SEBI's guidelines on complaint redressal and maintain detailed records of all complaints received and actions taken. This ensures transparency and accountability in our operations.

How to Reach Us:

For any complaints or queries regarding our services, please contact our grievance officer at info@griffincap.in. Your feedback is valuable to us and helps us improve our services continually.



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Conclusion:

At Griffin Capital Services LLP, we prioritize investor satisfaction and strive to provide a responsive and efficient complaint redressal mechanism. Your trust in us is paramount, and we are committed to addressing your concerns with diligence and transparency.

Thank you for choosing Griffin Capital Services LLP. We look forward to serving you.

Sincerely,

Ravi Narayan

Co-Founder

Griffin Capital Services LLP
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