

## Investor Grievance (IG) – Complaint Submission Process

### I. Online Complaint Submission Process

Investors can submit their grievances online through the following modes:

1. **Website Submission:**
  - Visit our official website: <https://www.kediacapital.com/contact-us>
  - Fill out the grievance form provided under the *Contact Us* section.
2. **Email Submission:**
  - Investors can directly email their complaint to: **[grievance@kediacapital.com](mailto:grievance@kediacapital.com)**

#### Process After Submission:

- Upon receiving the complaint, a **confirmation email** will be sent to the investor acknowledging receipt and stating that the grievance is under process.
  - Our **Compliance Department** will contact the investor for resolution or further clarification, if required.
  - If the investor is not satisfied with the resolution, they may escalate the matter as per our **Grievance Redressal Escalation Matrix**, or directly approach:
    - **SMART ODR Portal** - <https://smartodr.in/login>
    - **SEBI SCORES Portal** - <https://scores.sebi.gov.in/>
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### II. Offline Complaint Submission Process

Investors visiting any of our branches can lodge a complaint as follows:

1. The complaint will be recorded in the **Complaint Register** maintained at the branch.
  2. An entry will be made with complete details of the grievance for internal tracking.
  3. The complaint is forwarded to the **Compliance Department**, and an acknowledgment /confirmation will be provided to the investor.
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#### Note:

We are committed to resolving investor complaints in a timely and transparent manner. For further assistance, you may contact our Compliance Team at [grievance@kediacapital.com](mailto:grievance@kediacapital.com).

**Kedia Capital Services Pvt Ltd.**