

## GRIEVANCE REDRESSAL POLICY

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### GRIEVANCE REDRESSAL MECHANISM

Client's queries/complaints include any communication that expresses dissatisfaction in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action.

The following are NOT considered as grievances:

- i. Complaints that are incomplete or not specific in nature
  - ii. Communications in the nature of offering suggestions
  - iii. Communications seeking guidance or general explanation
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### OBJECTIVE

The purpose of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievance in respect of services offered by Market Maestroo Private Limited.

Our objectives for handling customer grievances:

- To provide fair and equal treatment to all clients without bias at all times
  - To ensure that all issues raised by clients are dealt with courtesy and resolved within stipulated timelines
  - To develop an adequate and timely organizational framework to promptly address and resolve customer grievances fairly and equitably
  - To provide enhanced level of satisfaction to clients
  - To provide easy accessibility to clients for immediate grievance redressal
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### RAISING GRIEVANCES AND COMPLAINTS

#### STEP 1: Email Your Grievance

Market Maestroo Private Limited has adequate procedure for expeditious grievance redressal. Clients should email their grievance to:

Primary Contact: [support@marketmaestroo.com](mailto:support@marketmaestroo.com)

Timeline: We will address your grievance within 15 working days of receipt

## STEP 2: Escalation to Compliance Officer

If grievances have not been addressed satisfactorily, clients can escalate complaints to:

Email: [compliance@marketmaestroo.com](mailto:compliance@marketmaestroo.com)

Compliance Officer: [Name]

Timeline: Response within 7 working days

## STEP 3: SEBI SCORES Portal

If you are not satisfied with the response from Market Maestroo Private Limited, you can lodge a complaint on SEBI's centralized complaint redressal system:

SCORES Portal: <https://scores.sebi.gov.in>

SEBI Helpline: 1800-22-7575

## STEP 4: Online Dispute Resolution (ODR)

You may also consider Online Dispute Resolution through:

Smart ODR Portal: <https://smartodr.in/login>

## STEP 5: Arbitration

Any dispute between Market Maestroo Private Limited and its client may be resolved through arbitration or through Ombudsman authorized or appointed for the purpose by any regulatory authority, as applicable.

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## GRIEVANCE REDRESSAL MATRIX

Designation Working Hours	Contact Name	Address	Contact No.	Email
Customer Support Mon-Fri AM - 6:00 PM	[Name]	[Your Address]	[Phone]	support@ marketmaestroo.com   9:00
Compliance Officer Mon-Fri AM - 6:00 PM	[Name]	[Your Address]	[Phone]	compliance@ marketmaestroo.com   9:00
Principal Officer Mon-Fri AM - 6:00 PM	Kritika Yadav	[Your Address]	[Phone]	kritika@ marketmaestroo.com   9:00

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## GRIEVANCE RESOLUTION TIMELINE

- Acknowledgment: Within 48 hours of receiving complaint
  - Resolution: Within 15 working days from date of receipt
  - Escalation: If unresolved, automatic escalation to Compliance Officer
  - Final Response: Within 30 days from date of first complaint
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## CONTACT INFORMATION

Market Maestro Private Limited  
Registered Office: [Your Complete Address]

Email: support@marketmaestroo.com | compliance@marketmaestroo.com  
Phone: [Your Phone Number]  
Website: www.kritikayadav.in

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Last Updated: [Current Date]

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