



Grievance Redressal

Waya Financial Technologies Private Limited

CIN: U67100MH2022PTC386698

SEBI Research Analyst Registration No: INH000010876

Introduction

At **Waya Financial Technologies Pvt. Ltd.**, we are committed to maintaining the highest standards of transparency, integrity, and client satisfaction. As a SEBI-registered Research Analyst, we aim to provide high-quality advisory services in equities and derivatives to our subscribers.

This document outlines our structured grievance redressal mechanism designed to ensure timely and effective resolution of client complaints.

Scope

This policy applies to all existing and prospective clients who have subscribed to our advisory services and have any grievance related to:

- Quality, accuracy, or timeliness of advice
- Service-related issues
- Payment or refund-related queries
- Any other matter related to our advisory services

Grievance Redressal Flow

Step 1: Register Your Complaint

Clients may lodge their complaint through any of the following channels:

Channel Details

Email: support@thewaya.com

Required Information:

- Name and Contact Details
- Subscription Unique ID (Phone Number)
- Nature of Complaint
- Relevant supporting documents (if any)



Step 2: Internal Review

Upon receipt of the complaint:

- Acknowledgment of complaint will be sent
- The complaint will be forwarded to the **Compliance Officer**
- The matter will be investigated in detail

Step 3: Resolution Timeline

- We aim to resolve all grievances **within 7 working days** from the date of receipt.
- If additional time is required, the client will be informed with reasons and updated timelines.

Step 4: Escalation Matrix

Escalation Level	Contact Person	Email ID	Response Time
Level 1	Support team	support@thewaya.com	7 working days
Level 2	Compliance / Principal Officer	amit.vora@thewaya.com	3 working days

Step 5: SEBI SCORES Platform

If the grievance is not resolved satisfactorily, clients can lodge their complaint with SEBI through the **SCORES** (SEBI Complaint Redressal System) platform.

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

Steps:

1. Register on SCORES
2. Lodge a complaint with all supporting documents
3. Track status via unique complaint number

Record Maintenance

All grievances received, resolved, and pending will be recorded and maintained for a period of **5 years**, in line with regulatory requirements.



Compliance Officer Details

Name: Amit Vora

Designation: Compliance Officer

Email: amit.vora@thewaya.com

Phone: +91-9619826963

Review and Update

This policy will be reviewed annually or as and when required to comply with any regulatory changes or internal process improvements.

Total Complaints Report

Sr. No.	Complaint Registered No.	Complainant Name	Received Date	Category	Nature of Grievance	Complaint Against	Designated Body	Stage	Status	Current Status	Pending Days	Disposed Date
1	SEBIE/HY24/GURG/005295/1	Amit Gupta	2024-05-07	Research Analyst	Others	WAYA FINANCIAL		CLOSED	CLOSED	CLOSED		2024-05-29
2	SEBIE/KN24/BELA/029259/1	SANMIT MALLIKARJU	2024-09-10	Research Analyst	Others	WAYA FINANCIAL	Thilakraj Rai	CLOSED	CLOSED	CLOSED		2024-09-25
3	SEBIE/KN24/BENG/034877/1	Saritha B	2024-10-08	Research Analyst	Offering assured	WAYA FINANCIAL	Thilakraj Rai	CLOSED	CLOSED	CLOSED		2024-11-26
4	SEBIE/KN24/BENG/034877/2	Saritha B	2024-10-08	Research Analyst	Others	WAYA FINANCIAL	Thilakraj Rai	CLOSED	CLOSED	CLOSED		2024-12-19
5	SEBIE/DH24/WEEST/044568/1	veenit bhayana	2024-12-06	Research Analyst	Others	WAYA FINANCIAL	Poonam Chand	CLOSED	CLOSED	CLOSED		2025-01-01
6	SEBIE/CG25/RAIP/015524/1	MANOJ KUMAR	2025-04-18	Research Analyst	Others	WAYA FINANCIAL	Mithilesh Kumar	CLOSED	CLOSED	CLOSED		2025-05-23
7	SEBIE/MH25/PUNE/029410/1	SUDIP GHOSH	2025-07-24	Research Analyst	Improper Research	WAYA FINANCIAL	Asawari Phadke	AWAITING_FOR_REVIEW	PENDING	PENDING	14 days	