

CUSTOMER GRIEVANCE REDRESSAL POLICY

Procedure

Western Capital Advisors Private Limited believes in building trust through transparency. With spirit to serve our customers better. Our dedicated customer service team can be reached on 022-40033356/28256772 or the customers can visit <https://westerncap.in/contactus/>.

The team shall maintain record of all the complaints received and provide a quarterly report to the Grievance Redressal Committee relating to information mentioned as follows. The record shall contain following information:

Sr. No.	Particulars
1	Name of the person/entity raising a complaint
2	Date on which complaint is raised
3	Detailed information of issue/complaint raised
4	Mode of complaint
5	Person who has attended the complaint
6	Resolution provided towards the complaint
7	Frequency of follow up with the complainant
8	Remark by the team against the complaint done
9	Whether entry is done in complaint register

To register a complaint following process should be followed:

First Level: We are committed to resolving your queries/issues within 7 working days. If you do not hear from us within this time or you are not satisfied with our resolution of your query, the Customer may write to us at contact@westerncap.in

Second Level: If the customer is not satisfied with the resolution provided at level 1, then within 14 working days from the date of original complaint, the customer may post his/her complaint to the Senior Manager of customer experience at usha.trivedi@westerncap.in

Third Level: If the customer is not satisfied with the resolution provided at level 2, then within 21 working days from the date of original complaint, the customer may post his/her complaint to the Head of customer experience at sonia.joshi@westerncap.in

Alternatively, the customer may write to the Head of Customer Experience at:

Sonia Joshi

Western Capital Advisors Private Limited

C-402, Business Square, Andheri Kurla Road, Chakala, Andheri (East), Mumbai – 400093

Fourth Level: In case of non redressal of the complaint to the customer's satisfaction at level 3, within 28 working days from the date of original complaint, the customer has right to approach the Regulatory authority at the address given below:

Reserve Bank of India

Department of Banking Ombudsman, 4th Floor, "Riverfront House", Behind H.K. Arts College, Between Gandhi & Nehru Bridge, Puja Pramukh Swami Marg (Riverfront Road – West), Ahmedabad – 380009. Email : dnbsahmedabad@rbi.org.in