

## 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 Board.

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:** The Customer may write to us at [contact@westerncap.in](mailto:contact@westerncap.in) for resolution of complaints / dispute against the Company. We are committed to resolving your queries/issues within 7 working days.

**Second Level:** If the customer is not satisfied with the resolution provided at level 1 or do not hear from us within 7 working days, then within 14 working days from the date of original complaint, the customer may post his/her complaint/ dispute to the Grievance Redressal Officer as detail given below:

#### **Grievance Redressal Officer**

Name : Mrs. Usha Trivedi  
 Telephone Number : 022-28256772  
 Email Id : [grievanceredressalofficer@westerncap.in](mailto:grievanceredressalofficer@westerncap.in)  
 Address : C-402, Business Square, Chakala, A.K. Road, Andheri East, Mumbai – 400093.

**Third Level:** If the customer is not satisfied with the resolution provided at level 2 or if the complaint / dispute is not redressed within 21 working days from the date of original complaint, the customer may post his/her complaint/dispute to the Nodal Officer as detail given below:

#### **Nodal & Principal Nodal Officer**

Name : Mr. Anirudh Saxena  
 Telephone Number : 022-28256772  
 Email Id : [nodalofficer@westerncap.in](mailto:nodalofficer@westerncap.in)  
 Address : C-402, Business Square, Chakala, A.K. Road, Andheri East, Mumbai – 400093.

Alternatively, the customer may write to the Officer-in-Charge of the Regional Office of DNBS of RBI as detail given below:

**Reserve Bank of India**

Department of Banking Ombudsman, C/o Reserve Bank of India, 4th Floor, RBI Byculla Office Building,  
Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008.