

Qode

Customer Grievance Mechanism

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In case of any complaints or queries:

Please contact our compliance officer, Mr Purnanand Kulkarni, email id – compliance@qodeinvest.com and phone no – 91 82915 33289

You may also approach Partner/Director– Mr. Karan Salecha Email ID: karan@qodeinvest.com and Phone No. – 91 98208 49413

In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.sebi.gov.in> or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact the SEBI office on Toll-Free Helpline at 1800 22 7575 / 1800 266 7575. SCORES may be accessed through the SCORES mobile application as well, The same can be downloaded from the below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

ODR Portal could also be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on “Online Resolution of Disputes in the Indian Securities Market”. A common Online Dispute Resolution Portal (“ODR Portal”) which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link – <https://smartodr.in/>

Client queries/complaints may arise due to a lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include a lack of explanation, clarifications, or understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards clients.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team at operations@qodeinvest.com. Alternatively, the Investor may call on 91 99208 10691

2. A letter may also be written with their query/complaint and posted at the address below:
3. Clients can write to the Compliance Officer at compliance@qodeinvest.com if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Compliance Officer.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed through the SCORES mobile application as well. The same can be downloaded from the below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi23633>
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