Grievance Redressal Process

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

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 on jasdeep.walia@clockvinecapital.com. Alternatively, the Investor may call on +91-9819066213.

2. A letter may also be written with their query/complaint and posted at the below mentioned address: Office No. 306B, 3rd Floor, Lodha Supremus, Next to Lodha New Cuffe Parade, Wadala East , Mumbai, Maharashtra – 400037.

3. Clients can write to the Compliance Officer at bhawna.lakhotia@gmail.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 https://scores.sebi.gov.in or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:
   https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330

   ODR Portal could 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/