

## **GRIEVANCE REDRESSAL PROCESS**

In case of any investor grievance, Client shall first lodge a complaint at [support@arkcaps.com](mailto:support@arkcaps.com)

On receipt of direct grievance/ Dispute from client, our Customer Service Department shall analyze and resolve the matter within 15 days from receiving the complaint. If the client is not satisfied with the resolution, the client may proceed for escalation by lodging the complaint at :-

<b>Principal Officer</b>	<a href="mailto:abhishek@arkcaps.com">abhishek@arkcaps.com</a>
<b>Compliance Head</b>	<a href="mailto:Compliance@arkcaps.com">Compliance@arkcaps.com</a>

If the Investor's complaint is not redressed satisfactorily, one may lodge the complaint with SEBI on SEBI'S SCORES portal at <https://scores.gov.in/scores/Welcome.html>

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:  
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>  
<https://apps.apple.com/in/app/sebiscores/id1493257302>

Quick process to lodge Complaint at **SCORES**

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
  - Name, PAN, Address, Mobile Number, Email ID
- c. Benefits
  - Effective communication
  - Speedy redressal of the grievance

Investor can also send their Complaints to SEBI on the following address:-

Office of Investor Assistance and Education,  
Securities and Exchange Board of India, SEBI Bhavan II  
Plot No. C7, 'G' Block,  
Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051

After exhausting all available options for resolution of dispute, if client is still not satisfied with the outcome, the client may avail online conciliation and / or online arbitration through Online Dispute Resolution portal (SMART ODR portal) <https://smartodr.in/login>

SEBI Master Circular for Online Resolution of Disputes : [Download](#)