



TECHWEALTH

TECHWEALTH CAPITAL SERVICES PRIVATE LIMITED
(Techwealth)

GRIEVANCE REDRESSAL POLICY

Version Control:

<u>Version</u>	<u>Date</u>	<u>Changes Made</u>	<u>Approved By</u>
<u>1.0</u>	<u>15.01.2026</u>	<u>Initial Policy</u>	<u>Board</u>

Techwealth Capital Services Private Limited

CIN: U66120GJ2020PTC115335
SEBI Registration Number - INZ000312335
BSE Member ID - 6822

Contact

+91-9157886546 / +91-9104886546
connect@thefixedincome.com
www.thefixedincome.com

Address

2nd Floor, Sheraton House,
Opp. Ketav Petrol Pump, Polytechnic Road,
Ambawadi, Ahmedabad - 380015

1. Introduction:

In the current scenario of the securities market at globe level, customer service is paramount for sustaining business growth and its development. Customer and client complaints are an integral aspect of every corporate entity's operations and also play a very crucial role in the growth of every organisation. Customer satisfaction and service excellence is the main motto of the organisation.

This Policy addresses and is developed for grievances of customers with the following considerations:

Fair treatment of customers at all times.

Courteous and timely handling of customer complaints.

Informing customers about avenues for escalating complaints within the organization and their entitlement to alternative remedies if dissatisfied.

Ensuring efficient and equitable resolution of all complaints.

Ensuring that company employees work in good faith and without bias towards customer interests

2. Grievance Resolution

Any complaint received directly or through Exchange shall be redressed as soon as possible, however, not later than 15 business days from the date of receipt. All complaints will be logged in a centralized system with unique IDs shared with complainants for tracking.

Ø Touch points:

Clients can address issues/concerns/queries through:

Call on customer care: 079-66828174/5

Dedicated email: connect@thefixedincome.com (displayed in client communications)

Post/courier to Manager, Customer Care at registered address on website

Ø Escalation Matrix:

In case the Customer/Investor is not satisfied with the response or does not receive any response within the indicated time, the issue/complaint may be escalated sequentially. (Annexure-I)

Ø Responsibility

The Customer Care team is responsible for resolving all Investor Grievances received by them. The Head of Customer Grievance will supervise the Implementation of the Policy. The compliance Officer will also regularly monitor to ensure effective implementation of the Policy.

3. Periodic Review

The Company's Board of Directors will periodically review the Complaint Redressal mechanism at specified intervals to ensure its effectiveness and alignment with our commitment to customer satisfaction.

4. Ongoing Improvement

The Board of Directors will also oversee the Code's implementation and review its effectiveness to ensure continuous enhancement of our complaint redressal process. Our dedication to exceptional customer service remains unwavering, reflecting our commitment to putting customers first.

Disclaimer:

Techwealth has a discretion to alter/change any of close out parameters defined in this policy on the basis of prevailing market conditions, considering the dynamics of operations, business plans, and strategy of managements from time to time, and/or any risk perception with or without prior intimation and can use their discretion to grant any kind of exemptions/permissions in case they deem fit on case to case basis. In the time of extreme volatility or major impending event which might trigger such volatility, TechwealthL reserves the right to withdraw the same. The company may modify or amend any of these rules without prior notice. The amended policy will be uploaded on the website of Techwealth from time to time.

Annexure-I: Techwealth Capital Services Private Limited-www.thefixedincome.com

Grievances Escalation

Working Hours

Mon Sat. 9:30 AM to 6:30 PM.
(2nd, 4th, and 5th Saturdays will be Holiday)

Step-1

Grievance Cell
Ms. Shivangi Jain
Email: investor.support@techwealth.co.in
Phone: +079-66828174
Timeline: 7 Working Days

Step-2

Compliance Officer
Ms. Neha Gupta
Email: grievance@techwealth.co.in
Phone: +91-6357577052
Timeline: 7 Working Days

Step-3

Director
Mr. Yagnesh Upadhyay
Email: yagnesh.upadhyay@techwealth.co.in
Phone: +079-66828074
Timeline: 7 Working Days

Step-4

SEBI SCORES 2.0
Website link: <https://scores.sebi.gov.in/>
Timeline: ATR: 21 calendar days
+ reviews as prescribed

Still Not Satisfied???

Step-5

SMART ODR/Legal (Level 4)
smartodr.in Or Civil Courts
Final Resolution

Resolution Complete :)

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