

In case of any grievance / complaint against the Guardian Capital Investment Advisory Private Limited:

- Please contact the Compliance Officer of the Intermediary/Guardian Ms.Rajput Durga on email id durga@gcia.in and Phone No. +91-6320488012.
- You may also approach the Principal Officer on email-id info@gcia.in.
- If not satisfied with the response of the intermediary, you can lodge your grievances with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI.
- For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

It is mandatory for the Investor having grievance to take up the matter directly with Guardian. In case the Investors are unsatisfied or haven't received a reply within 10 business days of writing the complaint, the investor may reach out to the Compliance department.

The Investor can expect a reply within 10 business days of approaching the Compliance department. While, the Portfolio Manager shall endeavour to follow the internal deadline as mentioned above, it shall take adequate steps for redressal of grievances of the investors not later than twenty-one calendar days from the date of the receipt of the complaint.

In case an Investor is still not satisfied with the response, grievance can be lodged with SEBI at : Scores Home – scores.sebi.gov.in or one may also write to any of the offices of SEBI or contact SEBI Office on Toll Free Helpline at 1800 266 7575/ 1800 22 7575. The complaint shall be lodged on SCORES within one year from the date of cause of action, where

- The complainant has approached Guardian, for redressal of the complaint and,
- Guardian has rejected the complaint or,
- The complainant has not received any communication from Guardian or,
- The complainant is not satisfied with the reply received or the redressal action taken by Guardian.

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>

If the investor is not satisfied with the extent of redressal of grievance by Guardian, there is a one-time option for 'Compliant review Facility' of the extent of the redressal, which can be exercised within 15 days from the date of closure of the complaint on SCORES. Thereafter, the complaint shall be escalated to the supervising official of the dealing officer of SEBI.

After exhausting all aforementioned options for resolution, if the client is not satisfied, they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR) at <https://smartodr.in/login>.

Alternatively, the client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Portfolio Manager is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.

The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in SCORES guidelines or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

Master Circular for Online Dispute Resolution: [SEBI | Online Resolution of Disputes in the Indian Securities Market](#)