

Accessibility Grievance Redressal

In compliance with the SEBI circular dated July 31, 2025 regarding accessibility standards for digital platforms of SEBI registered intermediaries, Tarun Rokadiya (SEBI Registered Investment Adviser – Registration No. INA000020882) has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

Level 1: Nodal Officer

- **Email:** tarun@risewell.in
- **Helpline:** +91-9925001701 (Helpline operational hours: Monday to Friday, 10:00 AM – 3:00 PM IST).
- **Web Form:** Available through the contact form on www.risewell.in/contact
- A response or resolution will be provided within 21 **working days**. If the issue requires additional time due to technical complexity, the complainant will be informed about the extended resolution timeline.

Level 2: Escalation to SEBI Scores

If your grievance is not resolved within this timeframe, you can escalate it to SEBI's SCORES Platform (SEBI Complaints Redress System).

Any investor facing accessibility related issues shall be able to lodge accessibility related complaints against us on SCORES.

A complaint category related to "Accessibility" is provisioned in SCORES. In response to the accessibility related complaint, we shall remediate the accessibility related issue for the closure of the complaint.

SEBI SCORES Portal: scores.sebi.gov.in

SCORES is also accessible as Mobile Application: [Google Play](#) / [App Store](#)