

Grievance Redressal / Escalation Matrix

If you have a grievance, you can reach out to:

Level 1: Initial Reporting of Grievance

Table: Contact Information for Grievance

Details of Designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Tarun Rokadiya	301 Heritage Opus, Near Green Acres, Opp Auda Lake Prahladnagar, Ahmedabad, Gujarat, 380015	+91 9925001701	tarun@risewell.in	Mon - Fri 10 AM – 03 PM
Head of Customer Care					
Compliance Officer					
CEO*					
Principal Officer					

*Not Applicable

Grievance redressal mechanism specific to accessibility issues:

In case of any grievance / complaint against us, specific to accessibility issues faced by Persons with Disability (PwD) the dedicated grievance channel and mechanism mentioned above shall be used.

I aim to resolve all grievances within 21 working days from the date of receipt.

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).

SEBI SCORES Portal: scores.sebi.gov.in

Grievance redressal mechanism specific to accessibility issues:

Any investor facing accessibility related issues on our digital platforms, 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](#)

Level 3: Dispute Settlement

If a grievance lodged with us and through SCORES has not been satisfactorily resolved, Investors may approach for dispute resolution through online conciliation or arbitration, through SMART Online Dispute Resolution (ODR) Portal,

SMAR ODR Portal: smartodr.in