

Redressal of Client Grievances

Investors are entitled to make a complaint in writing, orally or telephonically directly to Steptrade Share Services Private Limited. Investors that are serviced by independent advisors or distributors can also raise their complaints through them. It is mandatory for any investor having grievances to take up the matter directly with Steptrade before approaching regulatory bodies. Steptrade shall endeavour to redress the Investor complaint(s) within 21 (twenty-one) calendar days from the date of the receipt of the complaint by Steptrade.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent on onboarding.pms@steptrade.capital. Alternatively, the Investor may call on **6357956908**.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

726- Shyamal Iconic, Shyamal Cross Roads, 132 Feet
Ring Rd, Shyamal, Ahmedabad, Gujarat 380015

3. Clients can write to the Compliance Officer at compliance@steptrade.capital if the Investor does not receive a response within 10 business day the client can expect a reply within 10 business days of approaching the Compliance Officer.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on “Online Resolution of Disputes in the Indian Securities Market”. A common Online Dispute Resolution Portal (“ODR Portal”) which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>