

Steps for Filing a Complaint/ Grievances

Step 1: Contact Customer Service

Any complaint or grievance shall be raised by sending an email on our designated email id ig@shreetisai.com. A ticket number shall be assigned for complaint.

Step 2: Resolution within prescribed Time Limit

We aim to resolve your complaint within the prescribed time limit from the date of receipt.

Step 3: Escalation Matrix

If your issue remains unresolved, you can escalate it to the next level(s).

Escalation Levels:

- Level 1: Customer Care | Contact No. 95944 97276 | Email support@shreetisai.com
- Level 2: Head of Customer Care | Contact No. 93202 99602 | Email: sheetal@shreetisai.com
- Level 3: Compliance Officer | Contact No. 9892281990 | Email: Deepak@shreetisai.com
- Level 4: CEO | Contact No. 93222 39094 | Email: srk@shreetisai.com

Step 4: End of the Procedure

If your concern is addressed and resolved to your satisfaction, the complaint process ends here.

Step 5: Further Escalation

If you are not satisfied with the resolution at any level, you have the option to escalate the matter to the next level as per the defined matrix.

Step 6: Escalation

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:

SEBI: <https://scores.gov.in/scores/Welcome.html>

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>,

BSE: <https://bsecreg.bseindia.com/ecomplaint/frmlInvestorHome.aspx>,

MCX: <https://www.mcxindia.com/Investor-Services> and

CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>.

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

For Online dispute Resolution platform - <https://smartodr.in/login>