

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

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 to the Client Servicing Team on complaints@inxits.com. Alternatively, the Investor may call on +91 8655618532.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

T F 310 Shivalik Shilp Ambli Bhopal Road, Jodhpur Char Rasta, Ahmedabad, Gujarat, 380015

3. Clients can write to the research analyst at research@oceaninvest.in if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching research analyst.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <https://scores.sebi.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.sebi&pcampaignid=web_share

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/>

GRIEVANCE REDRESSAL/ESCALATION MATRIX:

The matrix must include the following details:

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	NA	T F 310 Shivalik Shilp Ambli Bhopal Road, Jodhpur Char Rasta, Ahmedabad, Gujarat, 380015	NA	NA	9:30 AM – 6:30 PM
Head of Customer Care	NA	T F 310 Shivalik Shilp Ambli Bhopal Road, Jodhpur Char Rasta, Ahmedabad, Gujarat, 380015	NA	NA	9:30 AM – 6:30 PM
Compliance Officer	Heena Jain	T F 310 Shivalik Shilp Ambli Bhopal Road, Jodhpur Char Rasta, Ahmedabad, Gujarat, 380015	+91 865561853 2	compliance@inxits.com	9:30 AM – 6:30 PM
CEO	Samir Rajendrakumar Vora	T F 310 Shivalik Shilp Ambli Bhopal Road, Jodhpur Char Rasta, Ahmedabad, Gujarat, 380015	+91 96241617 77	research@oceanfinvest.in	9:30 AM – 6:30 PM
Principal Officer	Samir Rajendrakumar Vora	T F 310 Shivalik Shilp Ambli Bhopal Road, Jodhpur Char Rasta, Ahmedabad, Gujarat, 380015	+91 96241617 77	research@oceanfinvest.in	9:30 AM – 6:30 PM