

**ANNEXURE C**

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 Customer support team on [care@definedge.com](mailto:care@definedge.com). Alternatively, the Investor may call on 020-61923200
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

**Registered Address:** *2<sup>nd</sup> Floor, Ambashish, Lane no. 9, Pakharbag, NDA Pashan Road, Bavdhan, Pune – 411021 Maharashtra*

---

**Corporate Address:** *Office no. 523, 5<sup>th</sup> Floor, Chintamani Plaza, Andheri – Kurla Road, Near WEH Metro Station, Andheri– East, Mumbai – 400099 Maharashtra*

---

3. Clients can write to the research analyst on [grievancesra@definedge.com](mailto:grievancesra@definedge.com) if the client does not receive a response within 10 business days of writing to the Customer support team.
4. If still the clients issue remains unresolved after a period of 7 days from the date of first raising the issue or if the client is not satisfied with the response, the client may, post completion of a 7 day period from the date of first raising the issue, write to the Compliance Officer at email Id [compliance@definedge.com](mailto:compliance@definedge.com).
5. 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 link: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>