

Investor Grievances & Complaint Redressal Systems

Any complaint received directly or through Exchange shall be redressed as soon as possible, however, not later than 15 business days from the date of receipt.

- **Touch points:**

The following are the touch points through which the clients can get their issues / concerns / queries addressed through any one of the following: -

- Call on customer care on 079-66828174/5
- Matter can be referred on the dedicated email Id: connect@thefixedincome.com The email Id is also displayed while communicating with the clients.

Letter can also be sent by post or courier addressed to the Manager Customer Care team at the registered address available on the Website.

- **Escalation Matrix:**

In case the customer has approached for grievance and is not satisfied with the response he may escalate the issue/complaint. The escalation Matrix is defined and displayed on our website on https://www.thefixedincome.com/upload/investor_grievance/investor_grievance1721899693.pdf

- **Responsibility**

The Customer Care team is responsible for resolving all Investor Grievances received by them. The Head of Customer Grievance will supervise the Implementation of the Policy. The compliance Officer will also regularly monitor to ensure effective implementation of the Policy.



TECHWEALTH

: Grievances Escalation:

Contact Persons	Department	Address	Contact No.	E-mail ID	Working Hours
Ms. Shivangi Jain	Senior Manager - Grievance Cell	2 nd Floor, Sheraton House, Opp. Ketav Petrol Pump, Ambawadi, Ahmedabad – 380015	079-66828174	grievance@techwealth.co.in	Mon – Sat 9:30 am to 6:30 pm (2 nd , 4 th and 5 th Saturdays will be Holiday)
Mr. Pranav Patel	Compliance Officer		079-66828062	Compliance.techwealth@gmail.com	
Mr. Yagnesh Upadhyay	Head – Product and Distribution		079-66828074	Yagnesh.upadhyay@techwealth.co.in	
Mr. Tirth Shah	CEO		079-66828039	Tirth.shah@techwealth.co.in	

Techwealth Capital Services Private Limited

CIN: U66120GJ2020PTC115335
SEBI Registration Number - INZ000312335
BSE Member ID - 6822

Contact

+91-9157886546 / +91-9104886546
connect@thefixedincome.com
www.thefixedincome.com

Address

2nd Floor, Sheraton House,
Opp. Ketav Petrol Pump, Polytechnic Road,
Ambawadi, Ahmedabad - 380015