



## Grievance Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	PREET KAUR	D-9, Vyapar Marg, Block D, Sector 3, Noida, Uttar Pradesh 201301	08035714673	support@stockyaari.com	10 am to 6:30 am
Head of Customer Care	AYUSH RAHUVANSHI	D-9, Vyapar Marg, Block D, Sector 3, Noida, Uttar Pradesh 201301	08035714673	support@stockyaari.com	10 am to 6:30 am
Compliance Officer	ABHISHEK SINGH	D-9, Vyapar Marg, Block D, Sector 3, Noida, Uttar Pradesh 201301	9355789175	ra1@stockyaari.com	10 am to 6:30 am
CEO	RAHUL JAIN	D-9, Vyapar Marg, Block D, Sector 3, Noida, Uttar Pradesh 201301	9891089933	rahuljain@stockyaari.com	10 am to 6:30 am
Principal Officer	ABHISHEK SINGH	D-9, Vyapar Marg, Block D, Sector 3, Noida, Uttar Pradesh 201301	9355789175	ra1@stockyaari.com	10 am to 6:30 am

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## STOCK YAARI TECHNOLOGIES PRIVATE LIMITED

Corporate office: Plot No, 756, 2nd floor, Udyog Vihar Phase-5, Sector-19, Gurugram, Haryana-122016

Reg.office: House No 254, sector 23, Faridabad, Haryana-121005

CIN: U70200HR2023PTC117072



## Grievance Redressal Process

We believe that investor service is a vital element for sustained business growth, and we want to ensure that our investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships, and therefore investor satisfaction becomes critical to us, especially since we follow the Direct-to-Investor model.

Investor queries and complaints constitute an important voice of the investor, and this policy details grievance handling through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimize recurrence of similar issues in the future.

Principles of the Grievance Redressal Policy:

- Investors will be treated fairly at all times.
- Complaints raised by investors will be dealt with courtesy and in a timely manner.
- Queries and complaints will be treated efficiently and fairly.
- The Research Analyst and employees will work in good faith and without prejudice toward the interests of the investors.

Grievance Redressal Mechanism:

Client 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, or understanding, which escalates into shortfalls in expected delivery standards.

### 1. How Clients Can Raise a Query or Complaint:

Clients can seek clarification to their query and can make a complaint in writing, orally, or telephonically.

Email: [support@stockyaari.com](mailto:support@stockyaari.com)

Phone: +91 08035714673

### 2. Postal Complaint Submission:

A letter with the query/complaint can be posted at:  
Research Analyst H. No. 254, Sector 23, Faridabad, Haryana – 121005

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### 3. Escalation:

If the investor does not receive a response within 10 business days, they can write to the Research Analyst directly at [support@stockyaari.com](mailto:support@stockyaari.com).

A reply will be given within 10 business days of escalation.

If Not Satisfied with the Response:

SEBI SCORES: You can lodge your grievance with SEBI at: <https://scores.sebi.gov.in/>

SCORES App: [https://play.google.com/store/apps/details?id=com.sebi&pcampaignid=web\\_share](https://play.google.com/store/apps/details?id=com.sebi&pcampaignid=web_share)

Online Dispute Resolution (ODR) Portal:

As per SEBI circular SEBI/HO/OIAE/OIAE\_JAD-1/P/CIR/2023/131 dated July 31, 2023, disputes may also be resolved via the ODR Portal:

<https://smartodr.in/>

Research Analyst Details:

SEBI Registered Research Analyst No.: INH000018188

For Stock Yaari Technologies Private Limited

Mr. Rahul Jain

Director

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