



Grievance Redressal

We believe that investor service is a critical element for sustained business growth, and we are committed to ensuring that our investors receive exemplary service across all touchpoints. Prompt and efficient service is key to retaining existing relationships, making investor satisfaction especially important under our Direct-to-Investor model.

Investor queries and complaints represent a vital investor voice, and this policy outlines grievance handling through a structured redressal framework. The grievance redressal process is further strengthened by a review mechanism aimed at minimizing the recurrence of similar issues in the future.

The Grievance Redressal Policy is founded on the following core principles:

- Investors shall always be treated with fairness, dignity, and respect.
- Complaints raised by investors will be addressed with courtesy and resolved in a timely manner.
- All queries and complaints will be handled with efficiency, transparency, and impartiality.

Our 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 connect@fincliff.com

Alternatively, the Investor may call on +91 9540250101 and register their complaint.

- A letter may also be written with their query/complaint and posted at the below mentioned address: B 127B B BLOCK SECTOR 19 NOIDA, GB NAGAR, U.P. - 201301
- Clients can write to the Investment Adviser at sagar@fincliff.com if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team then the client can expect a reply within 10 business days of approaching the Investment Advisor.
- 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.