

Grievance Mechanism

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. In case of any complain or query:

Please contact our compliance officer Mr. Fazil Ahmed, email id – Support@alphanomy.com and phone no +91- 9611841122

You may also approach CEO – Mr. Fazil Ahmed , Email ID: fazil@alphanomy.com and Phone No.- 9611841122

2. 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.ionicframework.sebi236330>

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:

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Fazil Ahmed	No.19, Mosque Road, Fraser Town, Bengaluru - 560005	9611841122	info@alphanomy.com	Monday – Friday: 10:00 AM – 6:00 AM Saturday – 10:00 AM – 1:00 PM
Head of Customer Care	Fazil Ahmed	No.19, Mosque Road, Fraser Town, Bengaluru - 560005	9611841122	info@alphanomy.com	Monday – Friday: 10:00 AM – 6:00 AM Saturday – 10:00 AM – 1:00 PM
Compliance Officer	Fazil Ahmed	No.19, Mosque Road, Fraser Town, Bengaluru - 560005	9611841122	support@alphanomy.com	Monday – Friday: 10:00 AM – 6:00 AM Saturday – 10:00 AM – 1:00 PM
CEO	Fazil Ahmed	No.19, Mosque Road, Fraser Town, Bengaluru - 560005	9611841122	fazil@alphanomy.com	Monday – Friday: 10:00 AM – 6:00 AM Saturday – 10:00 AM – 1:00 PM
Principal Officer	Rakesh Kumar Konureddy	No.19, Mosque Road, Fraser Town, Bengaluru - 560005	9533766966	info@alphanomy.com	Monday – Friday: 10:00 AM – 6:00 AM Saturday – 10:00 AM – 1:00 PM