



### Grievance Redressal / Escalation Matrix

Should you have a grievance, please reach out to our support team for assistance. The contact details for the same are provided below:

Details of designation	Contact Person Name	Physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Prashant Gushainlal Bohra	Unit no 63-65 the executive centre, Level 18, One Horizon Center, golf course road, DLF Phase 5, Sector 43, Gurugram, Haryana, 122002	+91 7021050131	Prashant@bowheadindia.com	Mon-Fri 10 AM – 6 PM
Head of Customer Care	--	--	--	--	--
Compliance Officer	Sonaal Singh Kohli	Unit no 63-65 the executive centre, Level 18, One Horizon Center, golf course road, DLF Phase 5, Sector 43, Gurugram, Haryana, 122002	+91 8527654449	compliance@bowheadindia.com	Mon-Fri 10 AM – 6 PM
CEO/Director	Sonaal Singh Kohli	Unit no 63-65 the executive centre, Level 18, One Horizon Center, golf course road, DLF Phase 5, Sector 43, Gurugram, Haryana, 122002	+91 8527654449	compliance@bowheadindia.com	Mon-Fri 10 AM – 6 PM
Principal Officer	Prashant Gushainlal Bohra	Unit no 63-65 the executive centre, Level 18, One Horizon Center, golf course road, DLF Phase 5, Sector 43, Gurugram, Haryana, 122002	+91 7021050131	Prashant@bowheadindia.com	Mon-Fri 10 AM – 6 PM

We aim to resolve all grievances within 21 working days from the date of receipt of the same.

If your grievance is not resolved within this timeframe, you can escalate it to SEBI's SCORES Platform (SEBI Complaints Redress System).

**SCORES Portal:** <https://scores.sebi.gov.in/>

In case you are unsatisfied with the resolution provided through our support or through the SCORES platform, you can access the Online Dispute Resolution (ODR) Portal.

**ODR Portal:** <https://smartodr.in/login>