

## **Redressal Mechanism For Investor Grievance**

- 1. GAINN FINTECH PRIVATE LIMITED has designated Investor Grievances Email Id [grievance@mygainn.com](mailto:grievance@mygainn.com) for investors for making complaint if any.**
- 2. Any client can send email to us or can send us the written complaints.**
- 3. BLSL have also maintains the Investor Grievance register in which all the records of complaint are recorded.**
- 4. Our Compliance Officer shall login the Investor Grievances Email Id on daily basis to keep the track of complaints logged of any.**
- 5. Details of complaints shall be passed to the concerned department and also notified by our Director.**
- 6. An acknowledgment receipt of the received complaint shall be forwarded to the respective clients .**
- 7. The compliant has to be resolved within 7 days of receipt of the same and the information about the case has to be forwarded to the client.**
- 8. The Compliance Officer shall review the Investor Compliant Register on weekly basis.**

**Contact Information is case of Investor Grievance :**

**Rajesh Kumar  
Compliance Officer  
Contact no: +912269107951  
IG Email: [grievance@mygainn.com](mailto:grievance@mygainn.com)**