

Grievance Redressal Mechanism

In case of any grievances against Akara Capital Advisors Private Limited (the “Company”), you may reach out to our representatives below at any time between 10:00 am and 6:00 pm Monday to Friday except public holidays

Grievance Redressal Officer

Customers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are as provided below.

Mr. Pradeep Kumar

Address: CRC-2, 1st Floor, Khasra No. 337, Mehrauli-Gurgaon Rd, Sultanpur, New Delhi, Delhi 110030

Contact number: +91-9953595222

Email ID: grievance.officer@stashfin.com

The Grievance Redressal Officer may be reached on the number provided above anytime between 10:00 am and 6:00 pm on weekdays except public holidays or through the e-mail address above. The Grievance Redressal Officer shall endeavor to resolve the grievance within a period of fifteen days from the date of receipt of a grievance.

Principal Nodal Officer

If the customer does not receive a response from the Grievance Redressal Officer within 15 days of making a representation, or if the customer is not satisfied with the response received from the Grievance Redressal Officer, the customer may reach the Nodal Officer on the number below anytime between 10:00am and 6:00 pm on weekdays except public holidays or write to the Nodal Officer at the e-mail address below. The contact details of our Nodal Officer are provided below.

Mr. Amarjeet Singh

Address: CRC-2, 1st Floor, Khasra No. 337, Mehrauli-Gurgaon Rd, Sultanpur, New Delhi, Delhi 110030

Contact number: +91-7065254281

Email ID: cofficer@akaracap.com

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI Delhi (please refer <https://www.rbi.org.in/Scripts/NBFCCitiChart.aspx> for complete contact details).

Complaints to Ombudsman

In case the customer does not receive a response from the Grievance Redressal Officer or the Nodal Officer within one month from the date of making a representation to the Company, or if the customer is not satisfied with the response so received, a complaint may be made in accordance with the 'The Reserve Bank – Integrated Ombudsman Scheme, 2021'

("Ombudsman Scheme") to the Ombudsman in whose jurisdiction the office of the Company complained against, is located. the RBI ombudsman on the below mentioned details. Contact Ombudsman:

To Know more about the Ombudsman Scheme Click the link below.

https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf

You can also lodge a complaint at **<https://sachet.rbi.org.in/>**.