

GRIEVANCE REDRESSAL MECHANISM

1. Commitment to Client Service

Orbis Financial Services (IFSC) Private Limited (“the Company”) is committed to providing efficient and transparent financial services to its clients. The Company has established a structured grievance redressal mechanism to address client complaints in a fair, timely and effective manner.

Clients who have any concerns or grievances relating to the services provided by the Company may lodge their complaints in accordance with the procedure outlined below.

2. Lodging of Grievances

A grievance or complaint may be submitted by the client through any of the following channels:

Email: grievance@orbisfinancial.in

Telephone: +91 7778990751

Registered Office Address: Building No13B Block No13, B Zone-1, Road 1C,GIFTSEZ, Gift City, Gandhi Nagar- 382355, Gujarat

Clients are requested to provide the following information while submitting a grievance to facilitate prompt resolution:

- Full name of the complainant
- Contact details (email address and phone number)
- Description of the complaint/grievance
- Relevant account or transaction details (if applicable)
- Supporting documents, if any

3. Grievance Handling Process

Upon receipt of a grievance:

- a. The Company shall acknowledge receipt of the complaint within **three (3) working days**.
- b. The complaint will be reviewed and examined by the designated **Grievance Redressal Officer**.
- c. The Company shall endeavor to resolve the complaint and provide a response within **fifteen (15) working days** from the date of receipt of the grievance.

If additional information is required for investigation, the Company may contact the complainant during the review process.

4. Grievance Redressal Officer

In accordance with regulatory requirements, the Company has designated the following officer responsible for handling client grievances:

Name: Chintan Mistry

Designation: Compliance Officer

Email: grievance@orbisfinancial.in

Telephone: +91 7778990751

Registered Office Address: Building No13B Block No13, B Zone-1, Road 1C,GIFTSEZ, Gift City, Gandhi Nagar- 382355, Gujarat

Orbis Financial Services (IFSC) Private Limited (CIN: U66190GJ2023PTC146324)

Regd. Office: Building No.13B, Zone-1, Road 1C, GIFTSEZ, Gift City, Gandhi Nagar, Gandhinagar, Gujarat, India, 382355
Branch Office: 4A, Ocus Technopolis, Golf Club Road, Sector-54, Gurugram – 122002, Haryana, India