



Compliance Document

Grievance Redressal Policy

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Grievance Redressal Policy

Version: 8.0, Date Last reviewed: 14th April 2025

Revision History

Date	Description	Author/ Reviewer
30 th June 2021	Introduction of grievance redressal policy to protect client's interest	Secretarial & Compliance Team
4 th February 2022	Amendment of escalation matrix and certain terms of policy	Secretarial & Compliance Team
25 th August 2022	Amendment of escalation matrix and certain terms of policy	Secretarial & Compliance Team
30 th January 2024	Amendment of escalation matrix	Secretarial & Compliance Team
07 th May 2024	Change in Compliance Officer	Secretarial & Compliance Team
25 th October 2024	Change in Compliance Officer	Secretarial & Compliance Team
11 th February 2025	Change in Name of the Company	Secretarial & Compliance Team
14 th April 2025	Amendment of escalation matrix and certain terms of policy	Secretarial & Compliance Team

Approval History

Date	Approval	Title
30 th June 2021	Board of Directors	Mr. Gaurav Kumar
4 th February 2022	Board of Directors	Mr. Gaurav Kumar
25 th August 2022	Board of Directors	Mr. Gaurav Kumar
30 th January 2024	Operational Committee	Mr. Gaurav Kumar
07 th May 2024	Board of Directors	Mr. Gaurav Kumar
25 th October 2024	Board of Directors	Mr. Gaurav Kumar
11 th February 2025	Board of Directors	Mr. Gaurav Kumar
14 th April 2025	Operational Committee	Mr. Gaurav Kumar



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ASPERO - GRIEVANCE REDRESSAL POLICY

Objective:

As a responsible organization, Aspero Markets Private Limited (“Company”/ “Aspero”) has framed the grievance redressal policy to lay down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.

The Company’s Grievance Redressal Policy fulfils the following principles:

- Customers shall be treated fairly at all times .
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner.
- All complaints will be dealt with efficiency and equitability.
- Company shall work in good faith and without prejudice to the interests of the customers.

Scope:

In order to make the Company’s redressal mechanism more meaningful and effective, a structured mechanism has been built covering all the services and various products provided by Yubi, its Subsidiaries, Business Partners, and Associates, including Business Correspondents and any other outsourced services, to provide prompt and time redressal to the customers grievance.

Grievance Redressal Mechanism:

In case of any grievance, customers can intimate and record their complaints/ grievances for a resolution via:

- E-mail to grievance.redressal@aspero.in or escalate to mail IDs in the matrix mentioned below; (or)
- Send a formal written complaint to the below mentioned address:

Aspero Markets Private Limited
(Formerly Known as Credavenue Securities
Private Limited)
No.471, Prestige Polygon, 12th Floor,
Anna Salai, Nandanam,
Chennai – 600035,
Tamil Nadu, India

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Escalation Matrix:

In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication and a three tier escalation matrix for resolution of grievance.

Level	Name	Designation	Email ID	Escalation TAT
Level 1	Sri Vardhan	Member, Grievance Redressal Team	grievance.redressal@aspero.in	Within 48 hrs from the date of receipt of grievance
Level 2	Vigneshwar M	Officer in-Charge	Vigneshwar.mohandhas@aspero.in	48 hrs to 72 hrs from the date of receipt of grievance
Level 3	Irfan Basha Shaik Mohammed	Managing Director & Grievance Officer	Compliance@aspero.in	Beyond 72 hrs from the date of receipt of grievance

Resolution Time:

Yubi shall strive to resolve all customer grievances at the earliest, with the timelines indicated below, being the maximum time for resolution.

1. General complaints: 3 to 14 working days;
2. Outsourced Activity: 21 days;
3. Fraud cases, legal cases and cases which need retrieval of documents and records > 3 months old: 21 working days;
4. Cases involving third party: 21 working days;
5. Data Privacy cases: 21 working days.

Revision, Amendments and Review:

This Policy will be subject to an annual internal review, or as and when required, by the Managing Director (“Administrator of the policy”). The administrator shall amend/ modify the terms and conditions of the policy including but not limited to scope, escalation level etc.



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Note: **A Grievance will be treated as redressed or closed:**

- where the complainant has communicated his acceptance of the company's decision on redressal of grievance communicated to her/him; or
- where the complainant has not communicated his acceptance of the company's decision, within 7 days from the date of communication of decision by Level 1 or Level 2 or Level 3, as the case may be.