



## Complaint Redressal

(Last updated on September 11, 2023)

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team on [support@goalteller.com](mailto:support@goalteller.com). Alternatively, the Investor may call on +91 82975 60061.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:  
  
Finteller Advisors Private Limited  
4<sup>th</sup> Floor, Novel MSR Building,  
Marathahalli,  
Bengaluru, Karnataka 560037
3. Clients can write to the Investment Adviser at [pallavi@goalteller.com](mailto:pallavi@goalteller.com)/  
[pankaj@goalteller.com](mailto:pankaj@goalteller.com) if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Investment Advisor.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:  
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>
5. ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, on “Online Resolution of Disputes in the Indian Securities Market”. A common Online Dispute Resolution Portal (“ODR Portal”) which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>