

## Annexure B- Grievance Redressal Mechanism (for Accessibility Issues)

Grievance Redressal Mechanism – Accessibility Compliance (SEBI Circular dated July 31, 2025)

In compliance with the SEBI circular, **Waya Financial Technologies Private Limited** has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

### 1. Dedicated Channels

- o Email: [support@thewaya.com](mailto:support@thewaya.com)
- o Helpline: +91-9321225188 (operational Mon–Fri, 9:30 AM – 6:00 PM)
- o Web Form: Available on [www.theway.com/contactus](http://www.theway.com/contactus)

### 2. Process

- o All accessibility-related grievances will be acknowledged within 2 working days.
- o Resolution/response will be provided within 15 working days.
- o Complex issues requiring longer timelines will be communicated clearly to the complainant.

### 3. Escalation Matrix

- o Level 1: Nodal Officer (Mr. Rupesh Patil, Email: [Rupesh.patil@thewaya.com](mailto:Rupesh.patil@thewaya.com), Contact: +91-9321225188)
- o Level 2: Compliance Head / Director / Partner , Name, Email and Number (Mr. Amit Vora, Email: [amit.vora@thewaya.com](mailto:amit.vora@thewaya.com), Contact: +91-9137597778)