



Grievance Redressal

Waya Financial Technologies Private Limited

CIN: U67100MH2022PTC386698

SEBI Research Analyst Registration No: INH000010876

Introduction

At **Waya Financial Technologies Pvt. Ltd.**, we are committed to maintaining the highest standards of transparency, integrity, and client satisfaction. As a SEBI-registered Research Analyst, we aim to provide high-quality advisory services in equities and derivatives to our subscribers.

This document outlines our structured grievance redressal mechanism designed to ensure timely and effective resolution of client complaints.

Scope

This policy applies to all existing and prospective clients who have subscribed to our advisory services and have any grievance related to:

- Quality, accuracy, or timeliness of advice
- Service-related issues
- Payment or refund-related queries
- Any other matter related to our advisory services

Grievance Redressal Flow

Step 1: Register Your Complaint

Clients may lodge their complaint through any of the following channels:

Channel Details

Email: support@thewaya.com

Required Information:

- Name and Contact Details
- Subscription Unique ID (Phone Number)
- Nature of Complaint



- Relevant supporting documents (if any)

Step 2: Internal Review

Upon receipt of the complaint:

- Acknowledgment of complaint will be sent
- The complaint will be forwarded to the **Compliance Officer**
- The matter will be investigated in detail

Step 3: Resolution Timeline

- We aim to resolve all grievances **within 7 working days** from the date of receipt.
- If additional time is required, the client will be informed with reasons and updated timelines.

Step 4: Escalation Matrix

Escalation Level	Contact Person	Email ID	Response Time
Level 1	Support team	support@thewaya.com	7 working days
Level 2	Compliance / Principal Officer	amit.vora@thewaya.com	3 working days

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Support Team	Unit No. 805, DLH Park, S.V road, Goregaon (West), Mumbai-400062	9321225188	support@thewaya.com	Monday to Friday between 9 AM to 6 PM
Head of Customer Care	Rupesh Patil	Unit No. 805, DLH Park, S.V road, Goregaon (West), Mumbai-400062	9321225188	rupesh.patil@thewaya.com	Monday to Friday between 9 AM to 6 PM
Compliance Officer	Amit Vora	Unit No. 805, DLH Park, S.V road, Goregaon (West), Mumbai-400062	9619826963	amit.vora@thewaya.com	Monday to Friday between 9 AM to 6 PM
CEO	Amit Vora	Unit No. 805, DLH Park, S.V road, Goregaon (West), Mumbai-400062	9619826963	amit.vora@thewaya.com	Monday to Friday between 9 AM to 6 PM
Principal Officer	Amit Vora	Unit No. 805, DLH Park, S.V road, Goregaon (West), Mumbai-400062	9619826963	amit.vora@thewaya.com	Monday to Friday between 9 AM to 6 PM

Step 5: SEBI SCORES Platform

If the grievance is not resolved satisfactorily, clients can lodge their complaint with SEBI through the **SCORES** (SEBI Complaint Redressal System) platform.

<https://scores.sebi.gov.in/>

Steps:

1. Register on SCORES
2. Lodge a complaint with all supporting documents
3. Track status via unique complaint number



Record Maintenance

All grievances received, resolved, and pending will be recorded and maintained for a period of **5 years**, in line with regulatory requirements.

Compliance/ Grievance Officer Details

Name: Amit Vora

Designation: Compliance Officer

Email: amit.vora@thewaya.com

Phone: +91-9619826963

Review and Update

This policy will be reviewed annually or as and when required to comply with any regulatory changes or internal process improvements.

COMPLAINT DATA

Formats for investors complaints data to be disclosed monthly by RAs on their website/mobile application:

Data for the month ending September 2025

Sr. No.	Received from	Pending at the end of last month	Received	Resolved *	Total Pending #	Pending complaints > 3months	Average Resolution time^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
3	Other Sources (if any)	0	0	0	0	0	0
	Grand Total						

Number of complaints received during month against the RA due to impersonation by some other entity:

Note: In case of any complaints received against the RA due to impersonation of the RA by some other entity, the RA may adjust the number of such complaints from total number of received/resolved complaints while preparing the above table. Further, RA must close such impersonation related complaints after following the due process as specified by SEBI/ RAASB.

* Inclusive of complaints of previous months resolved in the current month.

Inclusive of complaints pending as on the last day of the month.

^ Average Resolution time is the sum total of time taken to resolve each complaint, in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	April, 2025	0	1	1	0
2	May, 2025	0	0	0	0
3	June, 2025	0	0	0	0
4	July, 2025	0	1	1	0
5	Aug, 2025	0	1	1	0
6	Sept, 2025	0	0	0	0
	Grand Total				

* Inclusive of complaints of previous months resolved in the current month.

Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

Sr. No.	Year	Carried forward from previous year	Received	Resolved*	Pending#
1	2021-22	0	0	0	0
2	2022-23	0	0	0	0
3	2023-24	0	0	0	0
4	2024-25	0	5	5	0
5	2025-26	0	3	3	0
	Grand Total				

* Inclusive of complaints of previous years resolved in the current year.

Inclusive of complaints pending as on the last day of the year.