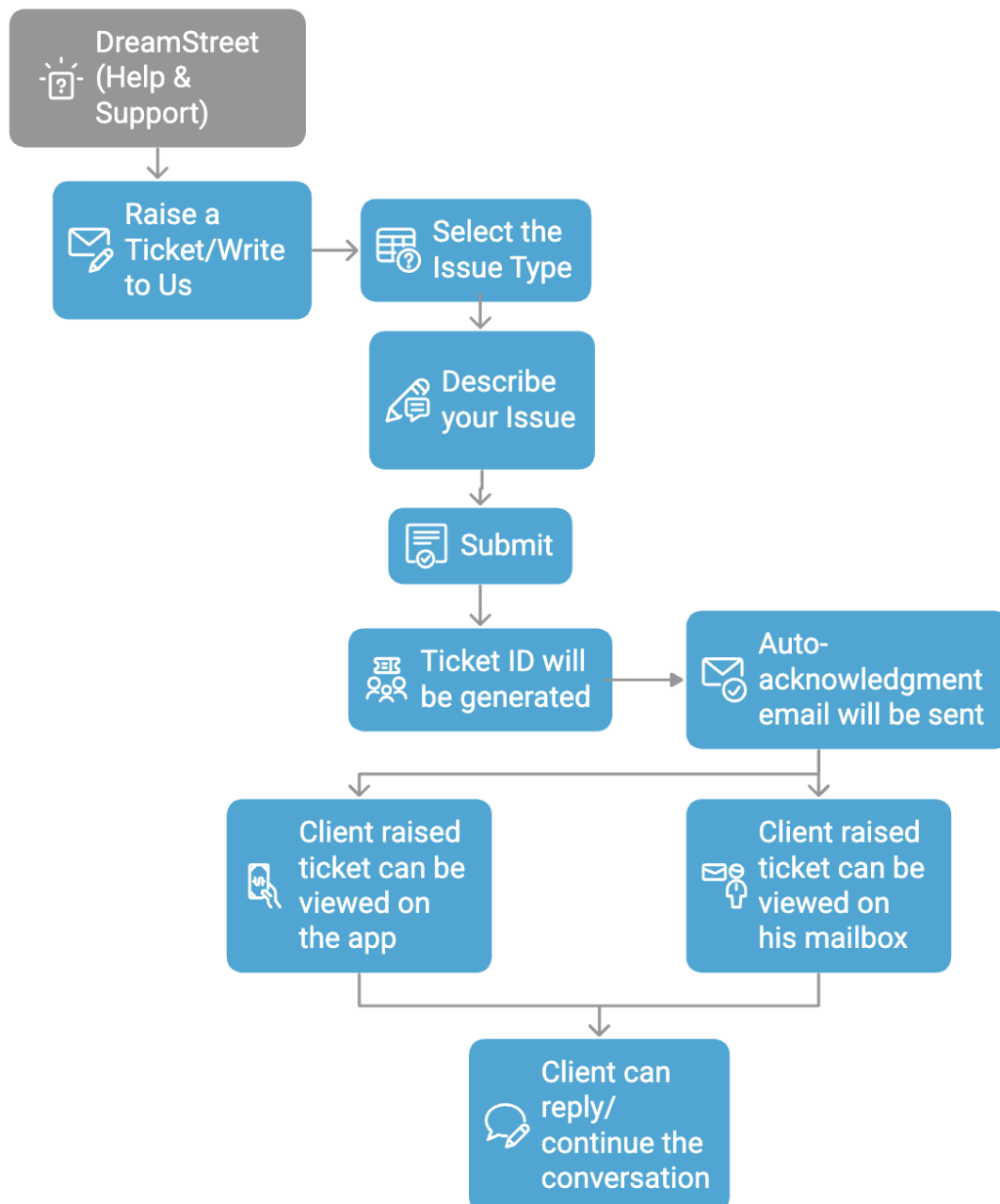




## Customer Care & Grievance Redressal Mechanism

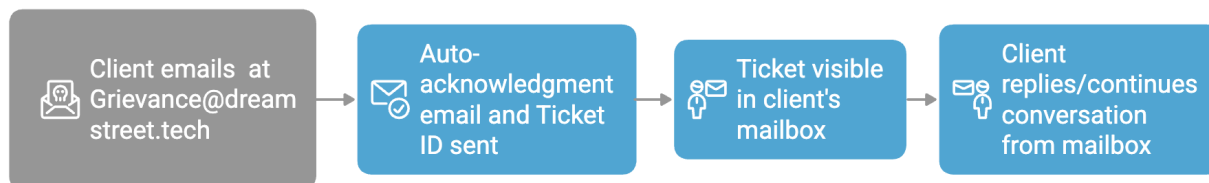
Client can raise a complaint by the following methods:

### 1. Via APP





## 2. Via Grievance Email



| <u>Client can email us at</u> | <u>View</u>   | <u>View/Action</u>  | <u>View/Action</u>  |
|-------------------------------|---|---|---|
| Grievance@dreamstreet.tech    | Auto-acknowledgment email and the Ticket ID will be sent to the client's email ID | Client raised complaint with the generated Ticket ID will be visible in his mailbox | Client can reply/continue the conversation from his mailbox |

## DreamStreet Escalation Matrix

Have you tried searching for your query?

If you still need help, you may contact us via your preferred channel. You can also contact DreamStreet's customer support team via App the Contact Us section. For any grievance you can contact us via email at [grievance@dreamstreet.tech](mailto:grievance@dreamstreet.tech) or call at 9082776182 and we will resolve your issue at the earliest.

### Stocks/Mutual Funds – DreamStreet

| Details Of    | Contact Person | Address  | Contact No   | Email ID              |
|---------------|----------------|--|--|-----------------------|
| Customer Care | Aniket Berde   | Unit No. 1201-1202,<br>12th Floor, Wing A,<br>ONE BKC, G Block,<br>Bandra East,<br>Mumbai,<br>Maharashtra<br>400051, India | 8433536763<br>Monday to<br>Friday, (9:00 AM<br>to 6:00 PM) | help@dreamstreet.tech |



## Finverse Platform Private Limited

| Details Of            | Contact Person        | Address  | Contact No   | Email ID                         |
|-----------------------|-----------------------|--|--|----------------------------------|
| Head of Customer Care | Mr. Aashish Singh     | Unit No. 1201-1202,<br>12th Floor, Wing A,<br>ONE BKC, G Block,<br>Bandra East,<br>Mumbai,<br>Maharashtra<br>400051, India | 9082776182<br>Monday to<br>Friday, (9:00 AM<br>to 6:00 PM) | head.cs@dreamstreet.tech         |
| Compliance Officer    | Mr. Girish Panda      | Unit No. 1201-1202,<br>12th Floor, Wing A,<br>ONE BKC, G Block,<br>Bandra East,<br>Mumbai,<br>Maharashtra<br>400051, India | 9930936984<br>Monday to<br>Friday, (9:00 AM<br>to 6:00 PM) | compliance@dreamstreet.tech      |
| CEO                   | Mr. Rahul Mirchandani | Unit No. 1201-1202,<br>12th Floor, Wing A,<br>ONE BKC, G Block,<br>Bandra East,<br>Mumbai,<br>Maharashtra<br>400051, India | 9820345541<br>Monday to<br>Friday, (9:00 AM<br>to 6:00 PM) | founders.office@dreamstreet.tech |

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.gov.in/scores/Welcome.html>
- NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>
- BSE at: <https://bsecribseindia.com/ecomplaint/frmlInvestorHome.aspx>
- ODR: <https://smartodr.in/>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.