

## Flow chart - Grievance Redressal and Escalation Mechanism

<b>Level1</b> <b>Contact Ambium Finserve Limited</b>	<b>Level2</b> <b>Grievance Redressal Officer</b>	<b>Level3</b> <b>MD&amp;CEO</b>	<b>Level 4</b> <b>RBI Ombudsman</b>
<p>Address: Cabin No. 101, 1<sup>st</sup> Floor, SCO NO 148-149, Sector 34A, Chandigarh-160022.</p> <p>Contact Details (Telephone/Email): 88612-12984</p> <p><a href="mailto:rishav@wintwealth.com">rishav@wintwealth.com</a></p> <p>Website: <a href="https://www.wint.capital/">https://www.wint.capital/</a></p>	<p>Complaint is auto-escalated if it is partly / wholly rejected at Level 1 Or customer can escalate via email if customer does not get satisfying response/no response in 30 days.</p> <p>Name of the Grievance Redressal Officer: Animesh Gupta</p> <p>Contact Details (Email): <a href="mailto:compliance@ambium.in">compliance@ambium.in</a></p>	<p>Cases move here only when the Company disagrees with the Grievance Redressal officer.</p>	<p>Approach RBI if you are not satisfied or if there is no response within 30 days.</p> <p>Complainant may:</p> <ul style="list-style-type: none"> <li>- Visit RBI CMS Portal: <a href="http://cms.rbi.org.in">cms.rbi.org.in</a></li> <li>- Send Email to: <a href="mailto:cmc@rbi.org.in">cmc@rbi.org.in</a></li> <li>- Write to Centralized Receipt and Processing Centre (CRPC) has been set up at RBI, Chandigarh</li> </ul>