

Customer Grievance Redressal Mechanism

STEP 1 – HOW TO REACH US



Level 1 – Company Secretary and Compliance Officer



1. Email Us

Info@sungoldcapitallimited.com

Mon–Fri, 10 AM – 6 PM



2. Call Us

8108756812

Mon–Fri, 10 AM – 6 PM



3. Write to Us

Registered Office Address of the Company

via Post / Courier



Query addressed by Company Secretary and Compliance Officer



An acknowledgment is sent to the customer within **2 working days**



Customer receives update / resolution on registered email or phone within **10 working days**



Satisfied with the Resolution? yes →

NO ↓

Not Satisfied / No Response in 2 Days



Escalate to **Level 2 – Principal Nodal Officer** within the prescribed timeline



1. Email Us

Sungold2006@gmail.com

Mon–Fri, 10 AM – 6 PM



2. Call Us

9099018561

Mon–Fri, 10 AM – 6 PM



3. Write to Us

Registered Office Address of the Company

via Post / Courier



Timeline

Final Resolution: Within 30 days

from the date of the original complaint. The decision of the Principal Nodal Officer shall be the Company's final internal resolution.



Satisfied with the Resolution? yes →

NO ↓

Still Not Satisfied / Not Resolved in 30 Days



Final Escalation Level 3 – RBI Ombudsman

Online

cms.rbi.org.in
RBI Complaint Management System

By Post

**Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor,
Sector 17, Chandigarh – 160017**

RBI Helpline

14448
RBI Contact Centre



Resolution Process Completed