



Customer Grievance Redressal – Escalation Matrix

Sungold Capital Limited (“the Company”) is committed towards maintaining high standards of customer service and transparency. The Company has established a structured grievance redressal mechanism to ensure prompt and fair resolution of complaints in accordance with applicable RBI guidelines. All grievances are handled in a time-bound manner with appropriate escalation to the designated Nodal Officer.

Level 1 – Company Secretary and Compliance Officer

The customer can reach us for any query/complaint through any of the channels:

Email Id: info@sungoldcapitallimited.com (10 am - 6pm, Monday to Friday)

Telephone: 8108756812 (10 am - 6pm, Monday to Friday)

Letter at Postal Address: Registered Office of the Company

Acknowledgment: Within 2 working days

Resolution Time-line: Within 10 working days

Level 2 – Principal Nodal Officer

If the customers are not satisfied with the resolution received or if the customer does not hear from us in 2 working days, we request the customer to write to our Principal Nodal Officer.

Principle Nodal Officer: Mr. Rajiv Kotia

Email Id: sungold2006@gmail.com (10 am - 6pm, Monday to Friday)

Telephone: 9099018561 (10 am - 6pm, Monday to Friday)

Letter at Postal Address: Register office of the Company

Final Resolution Timeline: Within 30 days from date of original complaint

The decision of the Principal Nodal Officer shall be the Company’s final internal resolution.



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Level 3 – Escalation – RBI Ombudsman

If the complaint / dispute is not redressed within a period of 30 days or if customer is not satisfied with the resolution provided, the customer may appeal Reserve Bank of India's Ombudsman Channels

RBI's Complaint Management System - <https://cms.rbi.org.in>

Letter at Postal Address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor,
Sector 17, Chandigarh – 160017.

RBI Helpline: 14448