

Grievance Redressal Mechanism

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

Please contact our **Compliance Officer**

Name	E-Mail	Mobile
Mrs. SASIKALA KANNAN	compliance@thetygo.com	9444365649

You may also approach our **Principal Officer**

Name	E-Mail	Mobile
DINESH KUMAR	po@thetygo.com	8015323699

In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.sebi.gov.in> or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI office on Toll Free Helpline at 1800 22 7575/ 1800 266 7575. SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:

<https://play.google.com/store/apps/details?id=com.sebi>

ODR Portal could also be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market". A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>

GRIEVANCE REDRESSAL/ESCALATION MATRIX:

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Sasikala Kannan	34, Second Street, Gopalapuram, Chennai - 600086	9444365649	compliance@thetygo.com	9:00 AM to 5:00 PM
Head of Customer Care					
Compliance Officer					
Principal Officer	Dinesh Kumar		8015323699	po@thetygo.com	
CEO	Kannan Narayanan		9840392996	kannan@thetygo.com	

Annexure B- Grievance Redressal Mechanism (for Accessibility Issues)

Grievance Redressal Mechanism – Accessibility Compliance (SEBI Circular dated July 31, 2025)

In compliance with the SEBI circular, [Entity Name] has established a dedicated grievance redressal mechanism to address accessibility-related complaints from persons with disabilities (PwDs).

1. Dedicated Channels

- **Email:** accessibility@thetygo.com
- **Helpline:** +91-9444365649 (operational Mon–Fri, 9:30 AM – 6:00 PM)
- **Web Form:** Available on zfrmz.in/0iEt9FLpF6E0rFOTsjWb

2. Process

- All accessibility-related grievances will be acknowledged within **2 working days**.
- Resolution/response will be provided within **15 working days**.
- Complex issues requiring longer timelines will be communicated clearly to the complainant.

3. Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Compliance Officer	Sasikala Kannan	34, Second Street, Gopalapuram, Chennai - 600086	9444365649	compliance@thetygo.com	9:00 AM to 5:00 PM
Head of Customer Care			8015323699	po@thetygo.com	
Principal Officer	Dinesh Kumar		9840392996	kannan@thetygo.com	
CEO	Kannan Narayanan				