

Grievance Redressal Mechanism

We value your trust and are committed to addressing any concerns or complaints promptly and transparently. Clients may reach out to us through any of the following channels:

- Email: Write to us at nithin.anchan1901@gmail.com or support@xlsquarereresearchservices.com for any queries or grievances.
- Phone: Call us at +91- 9108303534 / +91-9886191910 during working hours.
- Post: You may also send a written complaint to our registered office at: No.75, Second Floor, Classic Copper Arch, 1st Main Road, Panduranga Nagar, Bannerghatta Road, Bangalore, Karnataka, 560076

We aim to provide a resolution within 21 working days from the date of receiving your complaint.

Escalation Matrix

Below are the key contacts you may approach based on the nature or escalation level of your concern:

| Designation | Contact Person Name | Office Address | Contact No. | Email ID | Working Hours |
|---------------|---------------------|--|--------------------------|--|-----------------------------|
| Customer Care | Nithin Kumar Anchan | No.75, Second Floor, Classic Copper Arch, 1st Main Road, Panduranga Nagar, Bannerghatta Road, Bangalore, Karnataka, 560076 | 9108303534 9886191910 | nithin.anchan1901@gmail.com support@xlsquarereresearchservices.com | Mon-Fri, 10:00 AM - 6:00 PM |

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| Head of Customer Care | Nithin Kumar Anchan | No.75, Second Floor, Classic Copper Arch, 1st Main Road, Panduranga Nagar, Bannerghatta Road, Bangalore, Karnataka, 560076 | 9108303534 9886191910 | nithin.anchan1901@gmail.com support@xlsquareresearchservices.com | Mon-Fri, 10:00 AM - 6:00 PM |
| Compliance Officer | Nithin Kumar Anchan | No.75, Second Floor, Classic Copper Arch, 1st Main Road, Panduranga Nagar, Bannerghatta Road, Bangalore, Karnataka, 560076 | 9108303534 9886191910 | nithin.anchan1901@gmail.com support@xlsquareresearchservices.com | Mon-Fri, 10:00 AM - 6:00 PM |
| CEO | Nithin Kumar Anchan | No.75, Second Floor, Classic Copper Arch, 1st Main Road, Panduranga Nagar, Bannerghatta Road, Bangalore, Karnataka, 560076 | 9108303534 9886191910 | nithin.anchan1901@gmail.com support@xlsquareresearchservices.com | Mon-Fri, 10:00 AM - 6:00 PM |

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| Principal Officer | Nithin Kumar Anchan | No.75, Second Floor, Classic Copper Arch, 1st Main Road, Panduranga Nagar, Bannerghatta Road, Bangalore, Karnataka, 560076 | 9108303534 9886191910 | nithin.anchan1901@gmail.com support@xlsquareresearchservices.com | Mon-Fri, 10:00 AM - 6:00 PM |
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Still Not Satisfied?

If your grievance remains unresolved even after contacting the above authorities:

1. Raise your concern through SEBI's SCORES Portal (SEBI Complaints Redress System):
<https://scores.sebi.gov.in/>
2. Still dissatisfied? Proceed to Online Dispute Resolution (ODR):
<https://smartodr.in>