

Please reach out to our team using the channels detailed below in case of any queries or feedback. Our Customer Support Team will strive to resolve any issues on best-effort basis.

Paytm Money Limited (hereinafter referred as PML) is an intermediary. Our ability of providing customer service and addressing a customer's query depends a lot on the information that we have and we address all issues on best effort basis to provide a delightful experience to our customers.

#### Level 1

If a Customer has any grievances / complaints, the Customer can approach Customer Support help desk via the "customer support" at [customercare@dealmoney.in](mailto:customercare@dealmoney.in)

#### Level 2

If the customer's issue is unresolved after a period of 15 (fifteen) days from the date of first raising the issue at Level 1 or if the customer is not satisfied with the response provided at Level 1, the Customer may, post completion of a 15 (fifteen) days period from the date of first raising the issue at Level 1, write to the Compliance Officer at:

#### **The Compliance Officer**

Dealmoney Commodities Private Limited  
Plot No. A-356/357, Road No. 26  
Wagle Industrial Estate, MIDC  
Near Wagle bus Depot, Thane West  
Thane-400604, Maharashtra  
Email ID: [grievance@dealmoney.in](mailto:grievance@dealmoney.in)

Note: If any case needs additional time, Dealmoney will inform the customer the reasons for the delay and provide expected timelines for resolution of the issue.

If the complaint is not resolved at Level 2, or if the customer is not satisfied with Dealmoney's grievance redressal, the customer may, approach SEBI at: [www.scores.gov.in](http://www.scores.gov.in)

In case the complaint is not redressed at Stock Broker/Stock Exchange level, the customer may approach SEBI and lodge the complaint on SCORES (a web based centralized redressal system of SEBI):

<https://scores.gov.in/scores/Welcome.html>.

Detailed procedure for SCORES can be accessed through SEBI circular reference number:

SEBI/HO/MIRSD/MIRSD6/CIR/P/2017/20, dated 10th March, 2017

Filing compliant on SCORES- Easy & Quick

- a. Register on SCORES portal;
- b. Mandatory details for filling complaints on SCORES- Name, PAN, Address, Mobile Number, E-Mail Id
- c. Benefits:
  1. Effective Communication;
  2. Speedy redressal of the grievances