

MECHANISM FOR GRIEVANCE REDRESSAL

At Dynace India Agency Private Limited, we are committed to maintaining a transparent and customer-first approach. We aim to provide a seamless experience to our Consumers and Direct Sellers and have established a structured grievance redressal system to ensure timely and effective resolution of any concerns.

Compliance Assurance

We strictly adhere to the provisions of:

- Consumer Protection Act, 2019
- Consumer Protection (E-commerce) Rules, 2020
- Consumer Protection (Direct Selling) Rules, 2021

All Direct Sellers are also directed to comply with these regulations in their conduct and operations.

Grievance Registration Channels

Grievances can be registered through any of the following modes:

- Telephone Calls
- Written Applications
- E-mails
- Walk-ins
- Online Grievance Cell at www.dynaceglobal.in

Each grievance received is:

- Entered into our internal grievance software
- Assigned a unique tracking ID
- Acknowledged within 48 hours

The tracking ID is shared with the complainant via their registered mobile number or email ID for further follow-up.

Tracking & Resolution Timeline

- Every grievance is logged and monitored.
- The Grievance Redressal Officer (GRO) ensures resolution within 30 days of receipt.
- In case of a delay, the complainant is informed of the reason via registered contact details.

Grievance Redressal Officer

Name: Mrs.J.GAYATHRI

Email: support@dynaceglobal.in

Contact No: 8270555577

Escalation Process

If the resolution is unsatisfactory, the Consumer / Direct Seller may:

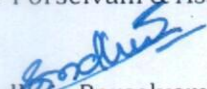
- Approach the National Consumer Helpline or State Consumer Helpline
- File a complaint with the Consumer Forum / Court having appropriate jurisdiction

Contractual Note

This mechanism forms an integral part of the Direct Seller Agreement. For ease of access, it is published separately and not reproduced in the agreement itself.

This is to certify as per Rule 5(1)(d) of Consumer Protection (Direct Selling) Rules 2021 and based on Management Representation Letter and explanation provided by concern officers of the company and as Practicing Company Secretary I, do not indemnify any act of the company and I do not assume any responsibility or liability or guarantee for any changes, inaccuracies, or unforeseen circumstances that may arise after the certification date related to subject matter. This statement does not constitute legal, financial, or medical advice and should not be interpreted as such.

For Porselvam & Associates


Sindhuja Porselvam
M.No - A44831, CoP - 23622
Date - 04/05/2026