

Investor Helpline — Terms & Conditions

These Terms & Conditions (“Terms”) govern access to and use of the Investor Helpline provided by Gradivus Corporate Services Private Limited (“Gradivus”, “we”, “us”, or “our”). By submitting a query through the Investor Helpline form, you (“User”, “you”) acknowledge that you have read, understood, and agreed to these Terms.

1. Nature and Scope of the Investor Helpline

The Investor Helpline is intended to provide general, informational, and clarificatory support in relation to capital market instruments, regulatory frameworks, and procedural aspects. The helpline is not intended to provide, and shall not be construed as providing, any form of investment advice, legal advice, tax advice, regulatory advice, solicitation, recommendation, or assurance.

2. No Advisory or Fiduciary Relationship

Accessing or using the Investor Helpline does not create any advisory, fiduciary, client, agency, trustee, or professional relationship between you and Gradivus. Any information provided is offered on a non-reliance basis and should not be treated as a substitute for independent professional advice.

3. User Representations

By submitting a query through the Investor Helpline, you represent and confirm that:

- You are accessing the helpline voluntarily and for informational purposes only;
- You understand the limitations of the support being provided;
- You will not rely solely on any information provided through the helpline to make investment or transactional decisions;
- All information provided by you through the form is true, accurate, and complete to the best of your knowledge.

4. Limitation of Support

Responses provided through the Investor Helpline may be based on publicly available information, general regulatory frameworks, or market practices and may not address transaction-specific, investor-specific, or jurisdiction-specific circumstances. Gradivus does not undertake any obligation to update, revise, or supplement responses once provided.

5. No Liability

To the maximum extent permitted under applicable law, Gradivus shall not be liable for any loss, damage, cost, or consequence (whether direct, indirect, incidental, or consequential) arising from:

- Use of, or reliance on, information provided through the Investor Helpline;
- Any action or inaction taken by you based on such information; or
- Any inaccuracies, omissions, or limitations inherent in the information provided.

6. Confidentiality and Data Use

Information submitted through the Investor Helpline form will be handled in accordance with Gradivus’ Privacy Policy. While reasonable measures are taken to maintain confidentiality, information may be reviewed internally for quality, compliance, or record-keeping purposes.

7. Right to Decline or Discontinue Support

Gradivus reserves the right, at its sole discretion, to decline to respond to any query, limit the scope of responses, or discontinue access to the Investor Helpline without notice, particularly where a query seeks advice, recommendations, or information beyond the intended scope of the helpline.

8. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of India, and courts of competent jurisdiction shall have exclusive jurisdiction over any disputes arising out of or in connection with these Terms.

9. Acceptance of Terms

By submitting the Investor Helpline form, you expressly acknowledge and agree to be bound by these Terms & Conditions.