



Contact Us

Support

☎ 0807 130 0860

Monday – Friday, 9:00 AM - 6:00 PM

Call & Trade

CNT ☎ 022-4580 2127

Monday – Friday, 9:00 AM - 6:00 PM

Dealer ☎ 022-4580 2147

☎ 022-4580 2153

DreamStreet Escalation Matrix

Have you tried searching for your query?

If you still need help, you may contact us via your preferred channel. You can also contact DreamStreet's customer support team via App the Contact Us section. For any help you can contact us via email at help@dreamstreet.tech or call at 08071300860 and we will resolve your issue at the earliest. (Grievance Officer: Girish Panda)

Stocks/Mutual Funds – DreamStreet

Details Of	Contact Person	Address	Contact No	Email ID
Customer Care	Mr. Aniket Berde	6th Floor, Ascent, Sudam Kalu Ahire Marg, Worli, Worli Colony, Mumbai, Maharashtra, 400030, India	08071300860 Monday to Friday, (9:00 AM to 6:00 PM)	help@dreamstreet.tech



Finverse Platform Private Limited

Details Of	Contact Person	Address	Contact No	Email ID
Head of Customer Care	Mr. Aashish Singh	6th Floor, Ascent, Sudam Kalu Ahire Marg, Worli, Worli Colony, Mumbai, Maharashtra, 400030, India	08071300861 Monday to Friday, (9:00 AM to 6:00 PM)	grievance@dreamstreet.tech
Compliance Officer	Mr. Girish Panda	6th Floor, Ascent, Sudam Kalu Ahire Marg, Worli, Worli Colony, Mumbai, Maharashtra, 400030, India	9321406694 Monday to Friday, (9:00 AM to 6:00 PM)	info@dreamstreet.tech
CEO	Mr. Rahul Mirchandani	6th Floor, Ascent, Sudam Kalu Ahire Marg, Worli, Worli Colony, Mumbai, Maharashtra, 400030, India	08071300863 Monday to Friday, (9:00 AM to 6:00 PM)	founders.office@dreamstreet.tech

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.gov.in/scores/Welcome.html>
- NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>
- BSE at: <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
- ODR: <https://smartodr.in/>

"Filing Complaints on SCORES- Easy & quick

- Register on SCORES portal
- Mandatory details for filing complaints on SCORES:
 - Name, PAN, Address, Mobile Number, Email ID
- Benefits:
 - Effective Communication
 - Speedy redressal of the grievances"

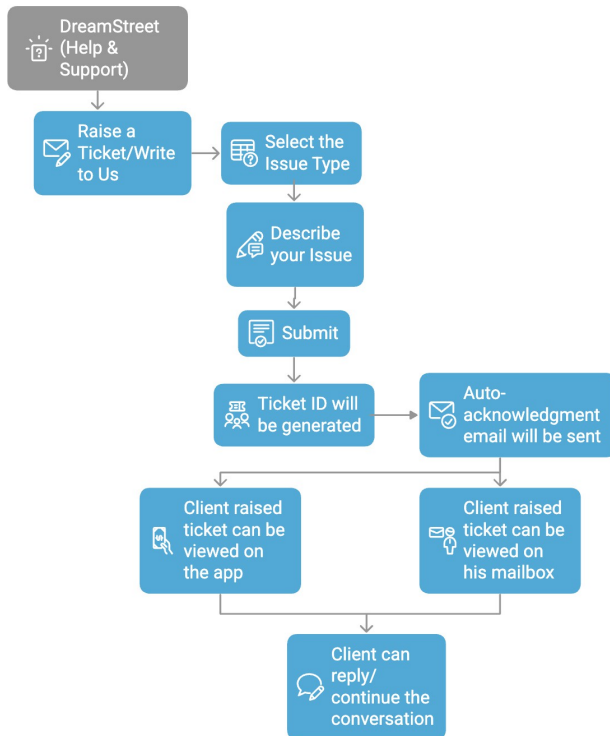
Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

After exhausting all available options for the resolution of the grievance, if client is still not satisfied with the outcome, client can initiate dispute resolution through the ODR Portal [Link](#)

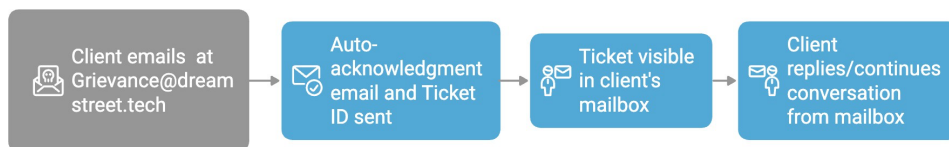


Client can raise a complaint by the following methods:

1. Via APP



2. Via Grievance Email





Finverse Platform Private Limited

<u>Client can email us at</u>	<u>View</u>	<u>View/Action</u>	<u>View/Action</u>
Grievance@dreamstreet.tech	Auto-acknowledgment email and the Ticket ID will be sent to the client's email ID	Client raised complaint with the generated Ticket ID will be visible in his mailbox	Client can reply/continue the conversation from his mailbox

Grievance redressal mechanism

Please contact the Compliance Officer of the Stock Broker/ Depository Participant
Mr. Girish Panda / Girish@dreamstreet.tech and Phone No. -91-9321406694

You may also approach CEO/ Partner/Proprietor
Mr. Rahul Mirchandani/ email-id Rahul@dreamstreet.tech and Phone No. -91-9820345541.

If not satisfied with the response of the Stock Broker/ Depository Participant, you may contact the concerned Stock Exchange at the following

	Web Address	Contact No	Email ID
BSE	www.bseindia.com	+91 22 2272 8097	is@bseindia.com
NSE	www.nseindia.com	18002660058	ignse@nse.co.in

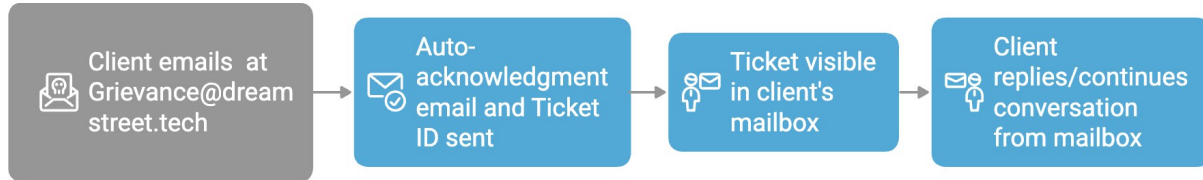
You can also lodge your grievances with SEBI at <http://scores.gov.in>. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 /1800 266 7575

Level 1:

Approach the Stock Broker at the designated Investor Grievance e-mail ID of the stock broker. The Stock Broker will strive to redress the grievance immediately, but not later than 21 days of the receipt of the grievance.



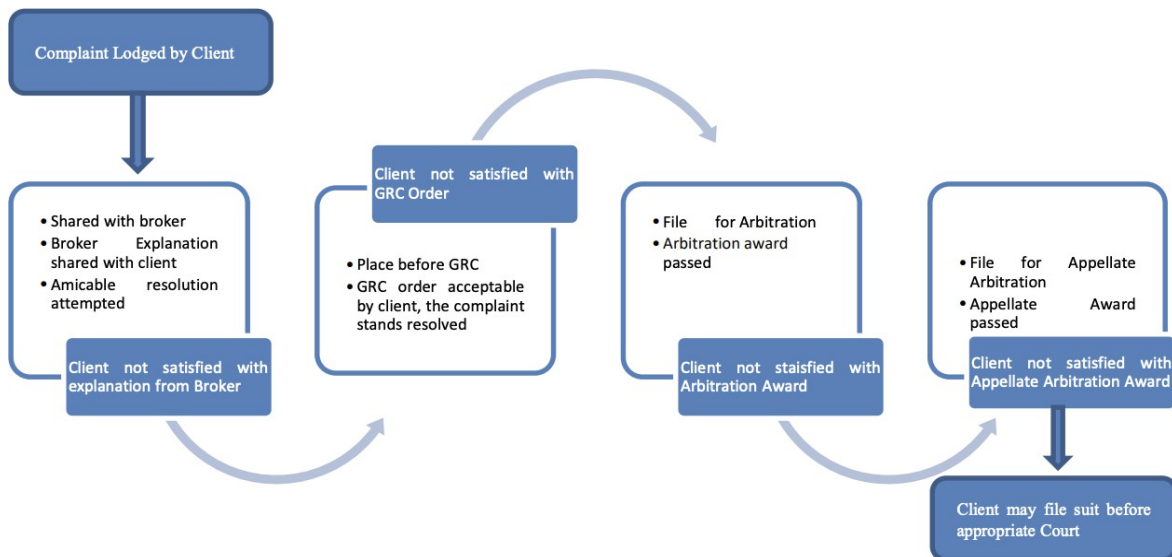
Grievance Email (Escalations)



<u>Client can email us at</u>	<u>View</u>	<u>View/Action</u>	<u>View/Action</u>
Grievance@dreamstreet.tech	Auto-acknowledgment email and the Ticket ID will be sent to the client's email ID	Client raised complaint with the generated Ticket ID will be visible in his mailbox	Client can reply/continue the conversation from his mailbox

Level 2:

Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange. Complaints Resolution Process at Stock Exchange explained graphically





Directly via SCORES/ODR/DP

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI: <https://scores.sebi.gov.in/>

ODR: <https://smartodr.in/>

CDSL: <https://www.cdslindia.com/index.html>

NSDL: <https://nsdl.co.in/>

Details of Key Managerial Personnel – Finverse Platform Private Limited

Sr. No.	Name	Designation	Mobile Number	Email ID
1	Mr. Rahul Mirchandani	CEO	08071300863	founders.office@dreamstreet.tech
2	Mr. Karan Bansal	Whole Time Director	08065970685	founders.office@dreamstreet.tech
3	Mr. Girish Panda	Compliance Officer	9321406694	info@dreamstreet.tech