

## REDRESSAL MECHANISM OF INVESTOR GRIEVANCE

We endeavor to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, within a reasonable time and manner. We realize that quick and effective handling and resolution of client's/investor's grievance is essential to provide excellent client service.

To achieve this company has clearly documented policy for redressal of investor grievances. Through this policy, our company shall ensure that a suitable mechanism exist for receiving and addressing complaints from our client/investors with specific emphasis on resolving such grievances fairly and expeditiously.

This policy seeks to ensure that:

- 1.) Grievance, if any that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.
- 2.) The compliance officer shall give monthly report of client's grievance to the directors of the company with complete details as Name and Account Number of the client, Nature of Complaint, Date of receipt of the complaint and status of resolving them. For grievances remaining unresolved for a period of more than 15 days from the date of receipt, the compliance officer shall provide a justification to the Directors.
- 3.) The Compliance Officer shall maintain proper records of all grievances received and resolved.
- 4.) All personnel/employees at the customer facing channels and other support departments will be periodically trained in handing of client's complaints.
- 5.) The grievance redressal Mechanism with updated details and email ID shall be provided to the clients and uploaded on the company's website.

## **GRIEVANCE REDRESS AND DISPUTE HANDLING MECHANISM**

For timely and proper redressal of client's/investor's grievances and complaints, we have the following grievance redress and dispute handling mechanism in place:

We have appointed Ms. Monika Verma Compliance Officer for redressal of clients complaints/grievances.

For dispute and differences arising between client and our company which in the event of not being solved/resolved amicably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties.