



INVESTOR COMPLAINT REDRESSAL MECHANISM

1. The company has Designated Investor Grievances email id: nsecomplaint@fesecurities.in, bsecomplaint@fesecurities.in and cDSLcomplaint@fesecurities.in on which the client or investor can make a complaint.
2. An Investor / client can make a written complaint through letter also to the Registered Office.
3. The Company maintains an investor grievance register in which full details of every written complaint shall be entered.
4. Designated person shall login the designated investor grievances email id's on daily basis to check whether any complaint has been lodged.
5. The full details of the written complaint must be passed to the concerned department and informed to the Compliance Officer of the company as soon as it is received.
6. A letter or mail must be written to the investor who has submitted a complaint by the designated person or Compliance Officer acknowledging receipt of the complaint.
7. Compliance Officer will obtain all information available regarding the complaint which is considered necessary for a proper investigation, Look into all the necessary information and resolve the issue as soon as possible.
8. It is a Standing Policy of the company to resolve the investor's complaint within seven days of the receipt of the same, other than a complicated case.
9. A complicated complaint (where the matter is not settled within 7 days) must be referred to the undersigned.
10. The Compliance Officer of the Company shall review the investor complaint register on weekly basis to ensure that complaints have been expeditiously resolved.

All staff are directed to attend to any Investor Complaint on an immediate basis.