

COMPLAINT REDRESSAL MECHANISM FOR DEPOSITORY PARTICIPANT BUSINESS

1. OBJECTIVE:

The Customer Complaint Redressal Mechanism is framed to provide the best services to demat account holders and to comply with the Guidelines/Circulars/Instructions issued by SEBI, CDSL and NSDL from time to time.

2. COMPLAINT REDRESSAL MECHANISM:

In case of any complaints/grievances/to know the status update of the complaint, the customer may contact the Compliance Officer through the below mentioned contact details:

Name of Compliance Officer:

Email Id for CDSL Account holder:

Address :

Telephone No :

Fax :

For complaint/status update on complaint, customers can also write to:

The Compliance Officer

Entity Address

- The Escalation matrix for resolving any investor/client complaint is also displayed on the website of the Company -<https://> _____
- If the grievances are not redressed satisfactorily, the investor/client may escalate the complaint through the SCORE Portal online at <https://scores.sebi.gov.in/>.
- If investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR Portal) at <https://smartodr.in/login>