

PROCEDURE FOR COMPLAINT /GRIEVANCE REDRESSAL MECHANISM

Below are the steps, procedures and information for clients for filing and tracking the status the grievance / complaint.

Modes of receipt of complaint/grievance:

- A. Receipt of Complaint/Grievance Directly with the Stock Broker**
- B. Receipt of Complaint/Grievance through Branch Office**
- C. Receipt of Complaint/Grievance through Authorised Person**

A. Client registering complaint directly with the Stock Broker

Step: 1:-

If client is having any grievance/complaint, he/she/it has to follow the following Escalation Matrix for registering the Grievances/complaint

| Customer Care | Contact Person | Address | Contact No. | Email | Working Hours |
|-----------------------|-----------------------|--|--------------------|-----------------------------------|--------------------------------|
| Customer Care | Amees Parikh | Monarch House, Opp. Prahladbhai Patel Garden, Near Ishwar Bhuvan, Commerce Six Road, Navrangpura, Ahmedabad-380009 | 079-26666517 | helpdesk@mnclgroup.com | Mon - Fri (9:30 am To 6:00 pm) |
| Head of Customer Care | John Manavalan | 4th Floor, Laxmi Tower, B-Wing, G Block, Bandra Kurla Complex, Bandra (E), Mumbai-400051 | 022-66476456 | headcustomerservice@mnclgroup.com | Mon - Fri (9:30 am To 6:00 pm) |
| Compliance Officer | Nikhil Parikh | Monarch House, Opp. Prahladbhai Patel Garden, Near Ishwar Bhuvan, Commerce Six Road, Navrangpura, Ahmedabad-380009 | 079-266665768 | compliance@mnclgroup.com | Mon - Fri (9:30 am To 6:00 pm) |
| CEO | Gaurav Bhandari | 4th Floor, Laxmi Tower, B-Wing, G Block, Bandra Kurla Complex, Bandra (E), Mumbai-400051 | 022-66476400 | ceo@mnclgroup.com | Mon - Fri (9:30 am To 6:00 pm) |

Step-2:-

Client can inform their grievance to our customer care department on phone call or by sending email on helpdesk@mnclgroup.com.

If client is informing grievance through phone call to our customer care team, If possible customer care team provide immediate solution for grievance of client on phone call by co-ordination with relevant departments, if required.

If client is sending the email for grievance to customer care department, Customer care team will generate one ticket number for registration of grievance which shall be used for tracking of grievance and status of grievance/complaint for future communication reference.

Customer care team of the Stock Broker will strive to redress the grievance immediately or within 3 working days.

Step-3:-

If client does not satisfy with the response provided by customer care department, client can file their grievance/complaint to head of our customer care department as per escalation matrices mentioned in step-1.

Head of Customer care department will strive to redress the grievance/complaint immediately or within 3 working days from the date of escalation of the grievance to head of customer care department.

Step-4

If client is aggrieved and not satisfied from the resolution provided by the head of customer care department, client can approach to the Compliance Officer of the company on the contact details mentioned above in step-1.

Compliance Officer will strive to redress the complaint/grievance immediately or within 3 working days from the date of escalation of the grievance to Compliance Officer.

Steps-5

If client does not satisfied from the resolution provided by the Compliance Officer, client can approach to the Chief Executive Officer of the company on the contact details mentioned above in step-1.

Chief Executive Officer will strive to redress the grievance immediately or within 7 working days from the date of escalation of the grievance to Chief Executive Officer.

As per regulatory guidelines , we have to close any client complaint / grievance with in 30 day of receiving it on our end.

B. Receipt of Complaint/Grievance through Branch Office

Step-1

If client register complaint at Stock Broker Branch Office, the Branch Manager of the Stock Broker is getting resolved the same if possible to his/her end and sending the details of complaint and resolution provided to the client to the Compliance Department and if Branch Manager does not able to provide resolution from his end the Branch Manager is forwarding the details of complaint through Email to the customer care department as per escalation metrics provided above in Point No. A (Step-1).

Step-2

After receipt of ticket for grievance registration from the customer care department, client will get the resolution as mentioned in steps of point no. A.

C. Receipt of complaint through Authorised Person Office:-

Step-1

If client register complaint at Authorised Person Office, the Authorised person is getting resolved the same if possible to his/her end and sending the details of complaint and resolution provided to the client to the Compliance Department of Stock Broker.

If Authorised Person does not able to provide resolution from his/her end the Authorised Person is informing the client to approach the Stock Broker as per escalation metrics.

Step-2

Client gets the resolution of complaint as per escalation metrics as mentioned in steps of point no. A.

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GRIEVANCE/COMPLAINT REDRESSAL MECHANISM FLOW CHART

