POLICY ON INVESTOR GRIEVANCE REDRESSAL MECHANISM.

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Reviewed By:

Mr. George Mampilly, Executive Director & CFO
On 01-11-2019

POLICY NO. .4

POLICY ON INVESTOR GRIEVANCE REDRESSAL MECHANISM

This Policy seeks to ensure timely and proper redressal of investor grievances and complaints fairly and expeditiously.

All the Investor complaints are handled at Head Office. The Compliance Officer is in charge of handling all complaints received. The Company has a designated investor grievance email id i.g.cell@vertexbroking.com on which the client or investor can make a complaint. The details of the mail id are available in branch notice board, in our web site and in KYC document. Email complaints is verified and attended on daily basis by the Compliance Officer.

All written complaints are routed to Head Office. All client complaint data base is centrally maintained and the Compliance Officer is maintaining proper records of all grievances received and resolved.

On verification of client complaint, the Compliance Officer will take clarification from respective departments & branches and resolve the issues as soon as possible. In case the resolution needs time, an interim response acknowledging the grievance shall be issued. Most of the complaints are settled upon giving satisfactory clarifications to the client. Any of the complaints not settled will be escalated to the Management/ and or to Board of Directors depending on the gravity of the complaint.

In order to avoid most common disputes, we have taken the below steps:

1. We are not accepting cash from clients.
2. No POA is collected in the name of employees.
3. In order to prevent misuse of dormant accounts, these client codes are suspended in the Terminal.
4. Periodic inspections are done at Branches / Sub Broker Office / Authorized Person's Offices.

As a first contact point for redressal of the client's complaints, the client can approach the Compliance Officer of the Company whose name and contact details are provided through display boards and all correspondences to the client.

The Compliance Officer shall review the investor complaint register on weekly basis to find out whether complaint has been resolved within time or not. For disputes and differences arising between the client and the Company which in the event of not being solved amicably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties.