

SHARE INDIA SECURITIES LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

1. OBJECTIVE

The objective of the policy is to address the grievances of the customers. We believe in the Policy “Customer is the King”. We shall make best of our efforts to ensure that customers are satisfied with the services rendered by us. This policy has been formulated in order to ensure that grievances of the customers are effectively and timely redressed.

2. POLICY

The company has a separately designated investor grievances email id investors@shareindia.com on which the client or investor can lodge a complaint. The designated email-id is displayed on the website of the Company www.shareindia.com and printed prominently on the Notice Boards displayed at the Branch and Authorised Person’s office etc. The company has a Compliance Department at its corporate office with requisite staff strength headed by the Compliance Officer.

RECEIPT OF COMPLAINT

Clients can lodge their respective complaints in any of the modes viz physical letters, fax, e-mail, phone and personal visits etc. Further, clients’ complaints are also received through SCORES, Regulatory authorities, Stock / Commodity Exchanges, Depository, Consumer forums etc.

Handling investor grievances is a centralized function and is being handled by Compliance Department at the Corporate office of the company.

RECORDING OF COMPLAINTS

A Register of Complaints stating complete detail of complaints is being maintained at the Corporate Office. All the Investors’ complaints are recorded immediately in the said register. Complaint registers are also being maintained at all the offices including Head Office, Branch Offices and AP Offices. The concerned officials have been advised to ensure recording all the complaints in the Complaint Register and simultaneously inform details of the same to the Compliance Officer. All the complaints including complaints received at Branch Offices and AP Offices are also being recorded in the centralized complaint register being maintained at Head Office.

HANDLING OF COMPLAINT

It will be the duty of Compliance Officer to ensure that the complaints received from investors are redressed at the earliest without undue delay.

All the Investor Grievances received are verified and scrutinized by the compliance department. On receipt of the complaint, the Compliance Officer seeks further information from the complainant, if required, and also seeks relevant details/information from the concerned department/ officials/Authorised Person. Basis the details so received, the Compliance Officer resolves the clients' grievance and informs the client about the resolution.

Details of all long pending complaints (pending for more than 2 weeks) as well as all high value complaints (exceeding Rs. 5 lac in value) are being informed to CEO for his information and necessary action.

3. MAINTAINENCE OF RECORDS

The Complaint Register will be maintained for such period as may be prescribed by regulatory authorities.

4. REVIEW OF THE POLICY

This policy is to be reviewed as and when management thinks fit or whenever changes are mandated by statutory authorities.

Place : Noida

Dated : 21st April 2022