

Handling of all investor grievances for the Company's Broking activities is centralized function and is being handled by Compliance department at corporate office.

Under the SEBI directives a designated e-mail id has been created namely investors@shareindia.com and the same has been displayed on our website www.shareindia.com This email id would be monitored by compliance department on daily basis.

The process involves centralizing the handling of investor grievances within the Compliance department at the corporate office.

- 1. Designated Email for Investor Grievances:** Under the SEBI directive, the company has created a designated email address, investors@shareindia.com, for receiving investor grievances. This email address is prominently displayed on our website i.e. www.shareindia.com
- 2. Monitoring and Timelines:** The Compliance department is responsible for monitoring the designated email address on a daily basis. All investor grievances received at this email id would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 1-2 working days.
- 3. Forwarding and Grievances:** Investor grievances received at branches or by authorized associates should be forwarded to the Compliance Department within 2 working days of receiving the complaint. The branches/ associates are required to incorporate their comments or remarks before forwarding the grievances.
- 4. Grievance Register:** All branches and associates are required to maintain an investor grievance register. This register records all the investor complaints and is subject to audit and inspection by the Compliance Officer.
- 5. Scrutiny and Resolution:** After verification and scrutiny, the appropriate steps would be initiated to resolve the complaint at earliest. Therefore, compliance department will ensure that depending upon the type of the complaint, all the information i.e. i.e. from the receipt of the complaint till the status of being resolved would be updated in the register. The compliance officer would ensure that it gives its sign-off only after the complaint is resolved.
- 6. Recording and Tracking:** The Compliance Department maintains a physical register to record all the investor grievances. This record is updated on the same day as the receipt of the complaint. The Compliance Officer reviews this record on daily basis.
- 7. Resolution Updates:** The entire process of addressing a complaint, from its receipt to its resolution, is documented in the grievance register. The Compliance Officer ensures that each complaint's status is updated in the register and signs off only after the complaint is resolved.

Company is following a structured and systematic approach to handling investor grievances, ensuring that all complaints are promptly addressed and well-documented throughout the process. This approach aligns with SEBI directives and emphasizes transparency, accountability, and effective resolution of investor concerns.