



SHARE INDIA SECURITIES LIMITED
COMMUNITY GRIEVANCE REDRESSAL
POLICY

Effective Date: November 23, 2023
Approval Date: November 23, 2023
Revision Dates:
Version: 1.0
Approved By: Board of Directors

OBJECTIVE

Share India Securities Limited is committed to providing a productive and conducive environment where grievances are dealt and handled with utmost fair, transparent, unbiased and solution-oriented approach.

Share India Securities Limited recognizes its responsibility to listen to the suggestions, complaints, or grievances of the community with which it engages and attempts to resolve their concerns. This Policy is formulated to provide community members and other stakeholders to communicate their grievances directly and promotes a transparent mechanism for understanding and resolving their grievances, preventing any conflicts and strengthening our relationship with the communities.

SCOPE AND APPLICABILITY

This Policy applies to all Communities and other Stakeholders of Share India Securities Limited and its subsidiaries, who might be directly or indirectly affected by the Company's operation across all operating locations.

GRIEVANCE REDRESSAL PROCESS

1. The affected community member or stakeholders can submit any concern or grievance (in writing) by sending an email to support@shareindia.com stating complete details of the issue faced along with his/her name, contact details as well as latest communication address.
2. The designated person will make best of his/her efforts to address the grievance within a period of 2 (two) weeks. Details of all such grievances that remain pending for more than 2 (two) weeks from the date of lodgment, if any, shall be intimated to the Compliance Officer for necessary action.
3. If the Grievant is satisfied with the response, the grievance shall stand closed out. However, if Grievant is not satisfied with the response then, they can submit appeal regarding the subject matter to the CEO of the Company at ceoescalation@shareindia.com.
4. Once the grievance is addressed and the issue is resolved, the concerned employee will submit a grievance closure form to Head of Compliance Department.

CONFIDENTIALITY

The Company will endeavor to maintain complete confidentiality, unless otherwise required by law. Relevant information will be provided only to those persons who need to know in order to achieve a timely resolution of the complaint.

All records, information or details of the grievances will be kept confidential and used solely for the purpose of grievance resolution.

REVIEW AND AMENDMENT

The Policy document as well as modifications therein, if any, shall be approved by the Board on the recommendation of Administrative Department. This Policy document shall also be periodically reviewed on a need basis.

DISSEMINATION OF THE POLICY

The approved Policy shall be uploaded on the website of the Company at www.shareindia.com.

