

## CENTRUM BROKING LIMITED

### INVESTOR GRIEVANCE POLICY

1. Handling of all investor grievances for the Company's Broking and DP activities is a centralized function and is being handled by Compliance department at corporate office.
2. Under the SEBI directive a designated e-mail id has been created namely [investor.grievances@centrum.co.in](mailto:investor.grievances@centrum.co.in) and the same has been displayed on our [www.centrumbroking.com](http://www.centrumbroking.com). This e-mail id would be monitored by compliance department on daily basis.
3. All Investor Grievances (hard copy or soft copy) that are received at the branches and offices of the Authorized persons (herein after referred as "associates") should after incorporating their comments / remarks if any, forwarded within 2 working days of the receipt of the complaint to the Compliance Department at corporate office for further action.
4. All the Investor Grievances received at the [investor.grievances@centrum.co.in](mailto:investor.grievances@centrum.co.in) and those complaints forwarded by the branches and or associates would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 21 calendar days of the receipt of the complaint.
5. Any course of action which involves the concerned department at Head office it would be informed to the concerned head of the department and Business team. Likewise, if the course of action which involves branch and or associate, business team at the corporate office would be informed/updated.
6. If there is no response from concerned department or the branch and or associate within 3 working days of the complaint, the same would be escalated to Head of Compliance for immediate action and if there no response within 5 working days the same would be reported to the Designated Director.
7. All investor grievances should be resolved within time period of 21 calendar days of the receipt of the complaint to the department.
8. More than 3 complaints received during a month from the same branch (number of complaints is subject to review depending upon the market conditions and volumes generated by the branches and or associates) Head of business would have to seek an explanation from the branch manager and keep the compliance department informed/updated.
9. All the branches and associates would maintain an investor grievance register, this register would be subject to audit and inspection by the compliance officer of the company.
10. All the investor grievances would be handled in the following manner by the compliance department.

- a) After verification and scrutiny, the appropriate steps would be initiated to resolve the complaint at the earliest.
- b) As per the Exchange/Depository/SEBI directives, the complaint register has to be maintained in hardcopy function wise i.e. Broking complaint register, DP complaint register & PMS Complaint register.
- c) Therefore, compliance department will ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint till the status of being resolved would be updated in the register as stated in point 10 c.