

## **MR SHARE BROKING PRIVATE LIMITED- Procedure for filing a complaint on a designated email id/Website**

The register of complaints is centrally maintained. The Company has a dedicated Customer Care Team to monitor & redress complaints lodged by clients through mail to Customer Care Team where they are redressed on online basis. If the complaint is not resolved at this level, then it is forwarded to Compliance Department. The pending investor complaints and redressal at this level is monitored by the compliance officer. The analysis of such complaints is done by the management and preventive measures are taken and implemented.

The Company has designated an exclusive e-mail ID to enable the investors to register their complaints and such ID has been displayed on the company's website and printed on KYC Form, statements, Welcome kit etc.

1. The company has a designated investor grievances email id [info@vrmshares.com](mailto:info@vrmshares.com) on which the client or investor can make a complaint.
2. The company has a designated Customer Care / Investor Care telephone no. 02266228025/52 on which the client or investor can make a query / complaint.
3. Designated person shall login the designated investor grievances email id on daily basis to look after the investor complaint and revert timely with information about the status of the complaint.
6. The full detail of the complaint must be passed to the concerned department and inform the compliance officer of the company as soon as it is received.
7. A letter or mail must be written to all the investor who have submitted written complaints by the designated person or Compliance Officer acknowledging receipt of the complaint and informing them it will be dealt with.
8. Compliance Department will obtain all information available on the complaint which is considered necessary for a proper investigation. Look into all the necessary information and resolve the as soon as possible.
9. There is standing policy of the company to resolve the investor complaint within seven days of the receipt of the same except the complicated case.
10. A serious complaint (where the written response does not settle the issue) must be referred to the director of the company.
11. The Compliance Officer of the Company shall review the investor complaint register on weekly basis to find out whether complaint has been resolved within time or not.
12. The Designated Director / CEO/ MD of the Company shall review the redressal of investor complaint on weekly basis to find out whether complaint has been resolved within time or not.
13. Board of the Company shall review the redressal of investor complaint on fortnightly or in immediate next meeting, whichever is earlier.

FLOW CHART FOR INVESTOR COMPLAINTS

**INVESTOR GRIEVANCES ESCALATION MATRIX - VRM SHARE BROKING PRIVATE LIMITED**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No</b>	<b>E-mail</b>	<b>Operational/Working Hours</b>
Customer Care	Vijay Kumar Moyal, Manish Dedhia	285, Princess Street, C J House, Marine Lines Mumbai 400002	022-66228025/52	info@vrmsshares.com	Monday to Friday 9:AM TO 6:00 PM
Head of Customer Care	Raj Kumar Pandey	285, Princess Street, C J House, Marine Lines Mumbai 400002	022-66228057	rkpandey@vrmsshares.com	Monday to Friday 9:AM TO 6:00 PM
Compliance Officer	Yogesh Kumar Lakhotia	285, Princess Street, C J House, Marine Lines Mumbai 400002	022-66228060	yogeshlakhotia@hotmail.com yogesh@vrmsshares.com	Monday to Friday 9:AM TO 6:00 PM
CEO & MD	Ramautar S Jhawar	285, Princess Street, C J House, Marine Lines Mumbai 400002	022-66228055	rjhawar@vrmsshares.com	Monday to Friday 9:AM TO 6:00 PM

In absence of response/complaint not addressed to investor satisfaction, investor may lodge a complaint with SEBI at

<https://scores.gov.in/scores/Welcome.html>

or Exchanges at

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE: <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>,

MCX: <https://www.mcxindia.com/Investor-Services>

NCDEX: [https://ncdex.com/investor\\_complaint](https://ncdex.com/investor_complaint)

CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>

SMART ODR: <https://smartodr.in/login>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.