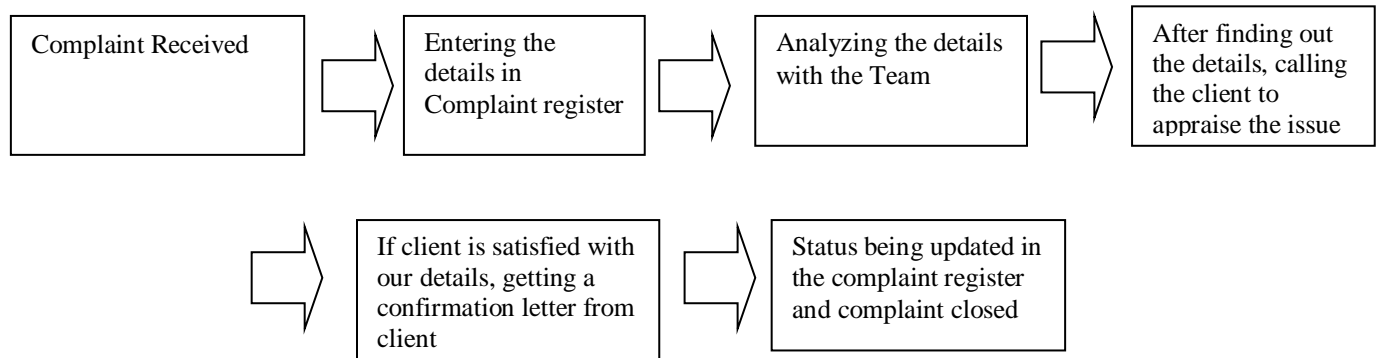


## Compliant Redressed: Flow Chart



When the Complaint is received from the Client, we are entering the details in the Compliant Register and started analyzing the details with the Team and once we are satisfied with the details, we are calling the client and appraise the issue. If the client is satisfied in all respects, we are getting a confirmation letter from the client and the status of the complaint is entered in the Compliant Register as Closed.

In Case the client submitted his complaint through SCORES, we will be getting the information from the Exchange through E Mail. The details (Ticket No) are entered in the Compliant Register. We will start analyzing the complaint and find out the reasons for redressal of the same. After going through the same, any /queries/documents required by the Exchange are being submitted to them. After Exchange has gone through and after protracted discussions by the Exchange with the client, outcome of the same will be intimated to us. Once we receive this information, again the same is being discussed with the Compliance Officer/Director for making necessary reply to the Exchange. In case the client satisfies after the discussion with the Exchange, the status of the same will be intimated to us by the Exchange. The final details are then entered in the Complaint Register and status marked as Closed.

The status of the complaint can be seen by the client after entering the Ticket No and TM Registration No in the SCORES portal.