

POLICY/PROCESS FOR REDRESSAL MECHANISM FOR INVESTOR'S GRIEVANCE

We at SHAILESH MERCHANT STOCK BROKERS PRIVATE LIMITED have always worked on the principals of clear working and customer satisfaction and building strong relations with our customers which reflects in our clientele who are now associated with us since years now and their given references as well.

We have been cautious about our investors needs and have been trying to nurture the same to a great extent.

We therefore, have tried and taken due care of such grievance to be registered and be attended at the earliest. Since the inception of such grievance if we receive any.

For any investor complaint to get familiar with the system we have opened an account on line with a dedicated email id for the same. This email, shaileshmerchant.sbpl@gmail.com has been printed on the contracts and our Quarterly accounts statements and the investors have the access to such email Id which keeps them connected to us and help us to serve them better. All the mails are checked and responded by the compliance officer. Further in the mean while if the investors visit personally then the investor may fill in the details of their grievances in the complaint register maintained by us. These register and emails are checked once every day as a custom.

We would also like to state that we have been serving our clients to a great extent because till date we have so such registration either in mail or the register book from any of our clients.