

### **-: Detailed Write up on procedure for status of the complaint: -**

Marwadi Shares and Finance Limited.: Member of NSE, BSE, MCX & NCDEX – SEBI Registration no.: INZ000174730 CDSL & NSDL: Depository services through Marwadi Shares and Finance Limited. – SEBI Registration no.: IN-DP-476-2020 (NSDL DPID: IN300974) (CDSL DPID: 12035100) Registered Office Address: X-Change Plaza, Office No.1201 to 1205, 12<sup>th</sup> Floor, Building No.-53E, Zone-5, Road 5E, Gift City, Gandhinagar-382355, Gujarat, India. Corporate Office Address: Marwadi Financial Plaza, Nana Mava Main Road, Off 150 Feet Ring Rajkot, Gujarat, India.

For any complaints pertaining to securities broking and DP please write to [complaint@marwadigroup.in](mailto:complaint@marwadigroup.in), or [inquiry@marwadigroup.in](mailto:inquiry@marwadigroup.in).

After sending the mail for the complaint in above mentioned email id, you received the ticket number through our email for the complaint written by you.

Our customer support department will reach you within 24 to 48 hours after the ticket number raised in response to your complaint for resolution of complaint through email and/or call.

Procedure to file a complaint on [SEBI SCORES](#): Register on SCORES portal. Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, E-mail ID. Benefits: Effective Communication, Speedy redressal of the grievances.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or respective exchange at BSE: <https://bsecrec.bseindia.com/ecomplaint/frmlInvestorHome.aspx> NSE: <https://investorhelpline.nseindia.com/NICEPLUS/> MCX: <https://www.mcxindia.com/Investor-Services> NCDEX: [https://ncdex.com/investor\\_complaint](https://ncdex.com/investor_complaint) and respective depository at CDSL: <https://www.cdslindia.com/Footer/grievances.aspx> NSDL: <https://www.epass.nsd.com/complaints/websitecomplaints.aspx>

### **Grievance Redressal Mechanism**

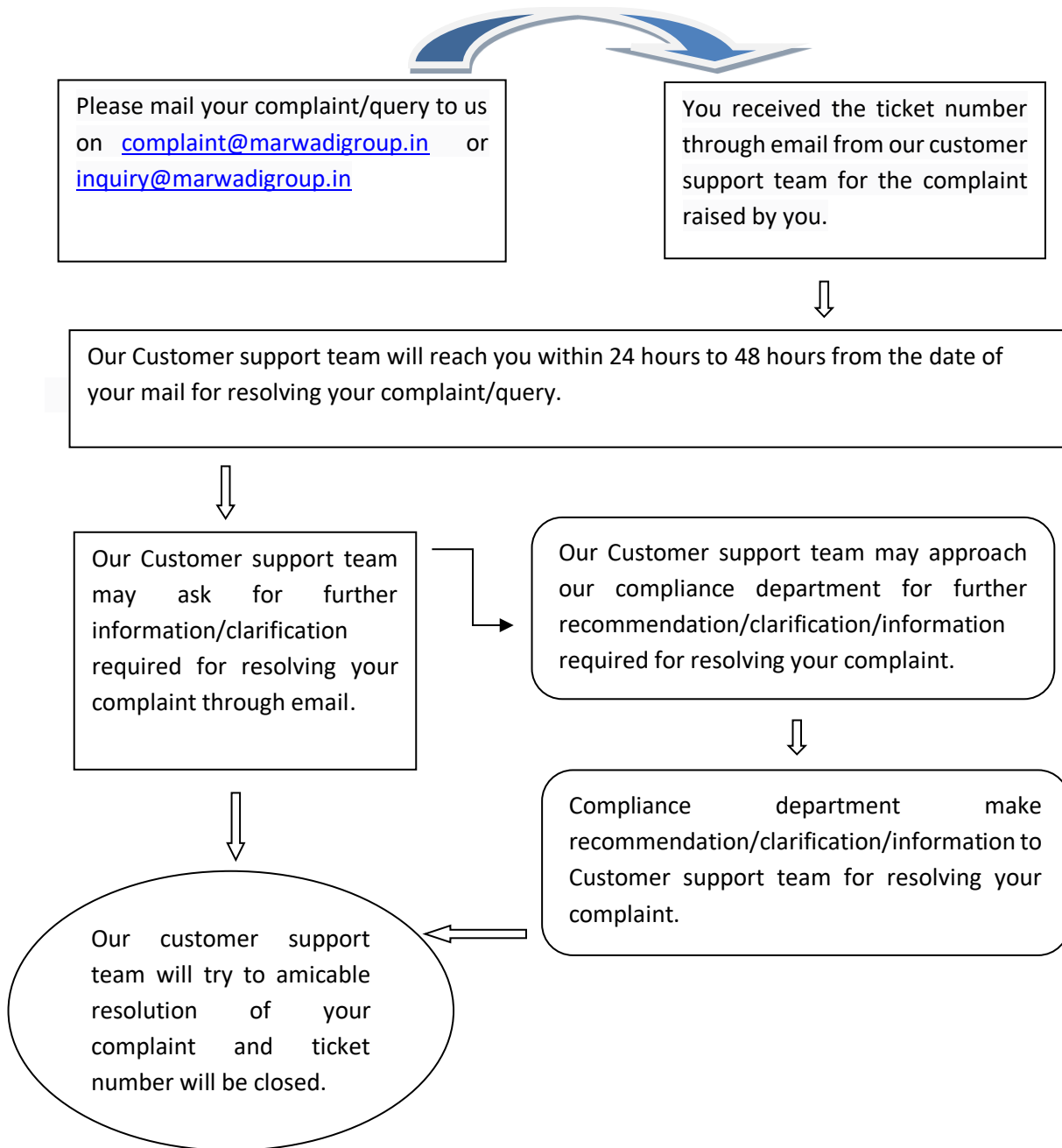
#### **STAGE:1: - Approach the Stock Broker**

1. Filing complaint through mail.
2. Filing complaint through website of the Marwadi Shares and Finance Limited (MSFL).
3. Complaint through physical.

**STAGE: 2: - Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.**

## STAGE:1: - Approach the Stock Broker

### 1. Filing complaint through mail



2. Filing complaint through website of the Marwadi Shares and Finance Limited (MSFL).

- i. Please click the below mentioned link for raising complaint through MSFL website:  
<https://www.marwadionline.com/investor-complaints>
- ii. On clicking, following tab will open and fill the details for filing complaint: Name, Client Id, Trading code, PAN, email, mobile no., city and details of your query and click on submit button.

The screenshot shows a web browser window displaying the Marwadi Shares and Finance Limited (MSFL) investor complaint form. The browser's address bar shows the URL [marwadionline.com/investor-complaints](https://www.marwadionline.com/investor-complaints). The website header includes the Marwadi logo and navigation links: About, Our Products, Our Services, Research, Careers, Tools, and Contact Us. The form itself is titled 'MARWADI FINANCIAL SERVICES' and contains the following fields and options:

- Enter Name\*
- Client ID (radio button selected) and Broking/Trading Code (radio button selected)
- Enter Client ID
- Enter Code
- Enter Telephone Number
- Enter Mobile Number\*
- Enter Email\*
- Enter City\*
- Enter Query\*
- I authorize Marwadi Shares and Finance Limited & its representatives to call me or SMS me with reference to my query OR request Thanking you.
- SUBMIT button
- CLEAR button

On the right side of the form, there is a graphic of a white card with the word 'COMPLAINTS' written in red, pinned to a corkboard.

- iii. You received the ticket number through email from our customer support team for the complaint raised by you
- iv. Our Customer support team will reach you within 24 hours to 48 hours from the date of your complaint.
- v. Our Customer support team may ask for further information/clarification required for resolving your complaint through email.
- vi. Our Customer support team may approach our compliance department for further recommendation/clarification/information required for resolving your complaint.
- vii. Compliance department make recommendation/clarification/information to Customer support team for resolving your complaint.

viii. Our customer support team will try to amicable resolution of your complaint and ticket number will be closed.

3. Complaint through physical.

- i. Client/Investor also complaint through physically at our corporate office address or at our branch office or designated authorized person.
- ii. Our Customer support team or concerned person from our branch office or authorized person may ask for further information/clarification required for resolving your complaint
- iii. Our customer support team or concerned person from our branch office or authorized person amicably resolved your complaint.

## STAGE: 2: - Approach the Stock Exchange using the grievance mechanism

