

-: Investor Grievances Handling Policy and Procedure: -

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, 12th 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 - 360001, Gujarat, India.

For any complaints pertaining to securities broking and DP please write to complaint@marwadigroup.in, or 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 is 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 the SCORES portal. Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, and E-mail ID. Benefits: Effective Communication, Speedy redressal of grievances.

In the absence of a response/complaint not addressed to your satisfaction, you may complain with SEBI at <https://scores.sebi.gov.in> SMART ODR Portal at: <https://smartodr.in/login> or respective exchange at
BSE: <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>
NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>
MCX: <https://www.mcxindia.com/Investor-Services>
NCDEX: https://ncdex.com/investor_complaint and respective depository at
CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>
NSDL: <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>

Grievance Redressal Mechanism

STAGE:1: - Approach the Stock Broker

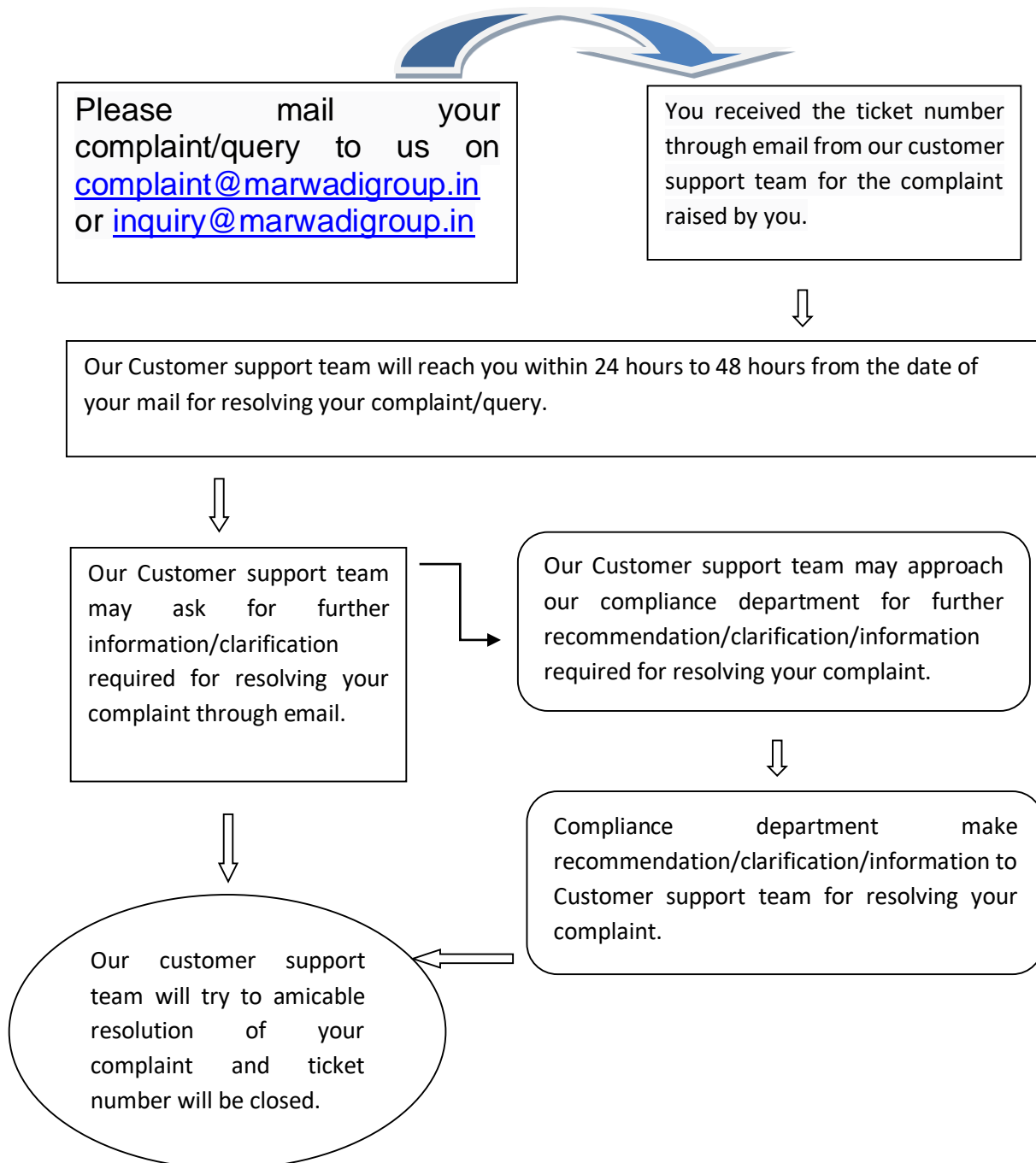
1. Filing a complaint through the mail.

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

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

STAGE:1: - Approach the Stock Broker

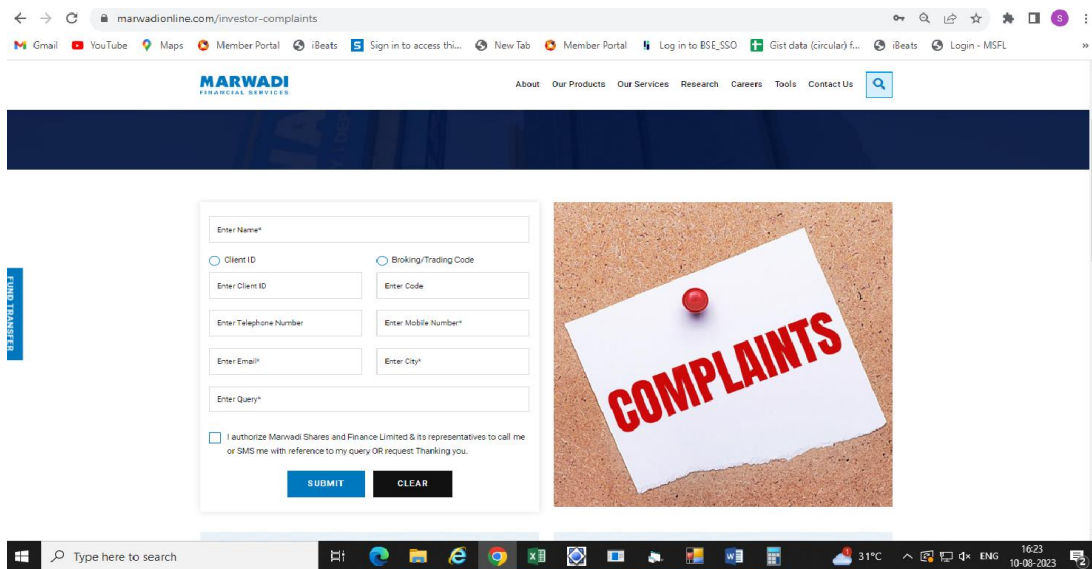
1. Filing a complaint through mail



2. Filling complaints through the website of the Marwadi Shares and Finance Limited (MSFL).

i. Please click the below-mentioned link for raising a complaint through the MSFL website: <https://www.marwadionline.com/investor-complaints>

ii. On clicking, the following tab will open and fill in the details for filing a complaint: Name, Client ID, Trading code, PAN, email, mobile no., city, and details of your query, and click on the submit button.



The screenshot shows a web browser window displaying the 'investor-complaints' page on the Marwadi Financial Services website. The page features a form for filing a complaint. The form includes the following fields: 'Enter Name*', 'Enter Client ID', 'Enter Telephone Number', 'Enter Email*', and 'Enter Query*'. There are also radio buttons for 'Client ID' and 'Broking/Trading Code', and corresponding input fields for 'Enter Code' and 'Enter Mobile Number*'. A checkbox at the bottom of the form reads: 'I authorize Marwadi Shares and Finance Limited & its representatives to call me or SMS me with reference to my query OR request. Thanking you.' Below the form are 'SUBMIT' and 'CLEAR' buttons. To the right of the form is a graphic of a white card with the word 'COMPLAINTS' written in red, pinned to a corkboard with a red pushpin. The browser's address bar shows the URL 'marwadionline.com/investor-complaints'. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with a temperature of 31°C and date 10-08-2023.

- 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 recommendations/clarification/information required for resolving your complaint.
- vii. Compliance department makes recommendations/clarifications/information to the Customer support team for resolving your complaint.
- viii. Our customer support team will try to amicable resolution of your complaint and the ticket number will be closed.

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

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

