

SHILPA STOCK BROKER PVT. LTD / SHIKAGO TRADE PVT. LTD.

PROCESS FOR FILING A COMPLIANT

In case of any grievance / dispute one can contact Shilpa Stock Broker Private Limited at the registered office address or call on 91-22-40324300 or send an email at investorgrievance@ssbpl.net.

POINT 1: If a compliant is being raised personally at the office address, the same will be entered in the Compliant Register book and will be address by support team members present in the office

POINT 2: If a query / compliant is received on phone call, the same will be attended by support team member. If the customer is satisfied with the response the call ends with thanks but if the issue is not resolved a Ticket number is provided to the client which is entered in the register and the same is attended as early as possible.

POINT 3: If a compliant is received through email, first a ticket number is send to the client and on resolve of compliant a detail reply is send to the client. A closure of ticket number end is also send once reply is send to email

POINT 4: If a person is unsatisfied with the resolution they have an option for escalating the matter as per the details provided under Escalation matrix on the website www.ssbpl.net under the head Contact head

POINT 5: In case a person is not satisfied with our responses in either of the above mentioned points, they may contact the concerned Stock Exchange / Depository on their helpline number provided. They can also lodge grievances with SEBI at <http://scores.gov.in>. A register entry is being made in our complaint register if any details are received to us through SCORES.

FLOW CHART FOR FILING A COMPLIANT

