

Detailed write up on procedure for filing a complaint on designated email id/ number along with Flowchart and video if any (optional). Provisions are to be made for sharing Ticket Number once the complaint is lodged.

| PROCEDURE FOR FILING A COMPLAINT  |  |
|---|--|
| Through designated Email ID   | Through Phone Number   |
| DP Related:dp@integratedmaster.com Trading Related:backoffice@integratedmaster.com  | DP Related:011-43074310-311 Trading Related:011-43074318 to323   |
| <p><b>Complaint:</b></p> <p>Mention your Client Code/BO Id &amp; details</p> <p>Attach any relevant document related to your complaint (if any) . Complaint No. will be provided to your registered email.</p>        | <p><b>Complaint:</b></p> <p>Explain the complaint, mentions your Client Code/BO Id. Ask for your complaint number.</p> |
| After completion of the process of Complaint then Integrated Master Securities Private Limited designated department registered complaint & will start to working on that also will inform you accordingly.           |  |
| <p><b>Submission Process Complete:</b></p> <p>The appropriate action shall be taken by the Integrated Master Securities Private Limited designated department as required and inform to the client/BO accordingly</p> |  |

Detailed write up procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any (optional)

| PROCEDURE FOR FINDING OUT STATUS OF THE COMPLAINT   |   |
|---|---|
| Through designated Email ID   | Through Phone Number  |
| DP Related:dp@integratedmaster.com Trading Related:backoffice@integratedmaster.com  | DP Related:011-43074310-311 Trading Related:011-43074318 to323  |
| <p><b>Complaint:</b></p> <p>Mention registered complaint number your Client Code/BO Id &amp; details and asked for the status, reply will be provided to you on your registered</p> | <p><b>Complaint:</b></p> <p>Mention registered complaint number your Client Code/BO Id and ask for the status, reply will be provide to you at that time.</p> |

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| email.   |  |
| Complaint status will be providing to you on your registered email in the case of through email or at that time in case of registered phone. |  |
| Procedure for finding out status complete.   |  |