



INTEGRATED MASTER SECURITIES PVT. LTD.

(Member : BSE, NSE, MCX-SX, Depository Participant of NSDL & CDSL)

Regd. Office : 303-304, 3rd Floor, New Delhi House, 27, Barakhamba Road, New Delhi-110001

Phones : 43074307 (30 Lines) • Fax : 43074315

E-mail : suggestions@integratedmaster.com

Policy for Redressal of Investor Grievance

The Company will endeavour to address all complaints regarding service deficiencies or causes for grievance, for whatever reasons, in a reasonable time and manner.

The Company realizes that quick and effective handling and resolution of client's /investor's grievance is essential to provide excellent client service.

To achieve this, the company has clearly documented policy for redressal of investor grievances.

Through the policy the company shall ensure that a suitable mechanism exists for receiving and addressing complaints from its clients/investors with specific emphasis on resolving such grievances fairly and expeditiously.

This policy seeks to ensure:

1. Grievance, if any, that may arise shall be resolved in a proper and timely manner with detailed advice to client/investor.
2. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.
3. The compliance officer shall give monthly report of client's grievance to the directors of the company with complete details as name, and Client Id/Account Number of the client, nature of complaint, date of receipt of the complaint and status of resolving the same.
4. The compliance officer shall maintain a proper record of all grievance/complaints received and resolved.
5. All personnel/employees at customer facing channels and other support departments will be periodically trained in handling of clients complaints.
6. The grievance redressal Mechanism with updated contact details and email ID shall be provided to the clients and uploaded on the company's website.



Grievance Redress and Dispute handling Mechanism

- For timely and proper redressal of client's/investor's grievance/complaints, the company has placed the following grievance redress and dispute handling Mechanism in place:

Integrated Master Securities (P) Ltd. has appointed Ms. Manisha Singh as Compliance Officer as a first point of contact for redressal of the client's complaints/grievances. The client can approach the Compliance Officer at below mentioned contacts:

Address: 303-304, New Delhi House,
27 Barakhamba Road, New Delhi-110001

Email: suggestions@integratedmaster.com
Tel Ph: 011 4307 4307

For disputes or difference arising between client and Integrated Master Securities (P) Ltd. which in event of not being solved/resolved amicably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties.

By order of Board of Directors of
Integrated Master Securities (P) Ltd.



Manisha Singh
Compliance Officer