

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

Procedure to lodge grievances/ complaint:

Kind Attention to all Investor/Client:

- The Investor/Client can make his/her complaint through email or letters to Company.
- The Investor/Client can make a written complaint through letter and send it or hand delivered to Company's Head office.
- To register any queries/ grievance/ complaint, kindly write us at helpdesk@swastika.co.in/ 01204400789/08069049876.
- While lodging the complaint kindly mention contact details, e- mail id, user/ client id for ease of reference.
- The Investor/Client are requested to mention their query/ grievance/ complaint in detail for effective resolutions with attaching supportive documents if any.
- The complaint will be entertained by the company within 7 working days and concrete solutions will be provided through mail only.
- A serious complaint will be referred to the Managing Director of the Company.
- In case of non- receipt of any concrete support, Investor/Client are requested to write at compliance@swastika.co.in referencing their earlier mail. The complaint will be entertained by within 2 working days and concrete solutions will be provided through mail only.
- To register any queries/ grievance/ complaint related to Depository, kindly write us at dpcompliance@swastika.co.in/ 07316644224.

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

- Once the complaint is lodged at helpdesk@swastika.co.in, a ticket will be raised, and the same will be send to the Investor/Client on the respective email from which the complaint is received. You can find out the status of your complaint by calling on 01204400789/08069049876.
- In case the complaint is made through telephonic conversation, the ticket will be raised by the helpdesk team and the same will be intimated to the Investor/Client.
- Once the complaint is resolved your ticket will be closed.

If not satisfied with the response of the Company, you may contact the concerned Stock Exchange/ Depository at the following –

Exchange/Depository	Web Address	Contact No.	Email- ID
BSE	www.bseindia.com	(022)22728517 (022)22728286 (0731)4008222 (0731)4008208 (Indore Office)	is@bseindia.com
NSE	www.nseindia.com	(022)26598190 (0731)2547774 (Indore Office)	ignse@nse.co.in nseiscind@nse.co.in

MCX-SX	www.mcx-sx.com	(022)67318933 (022)67319000	isc.indore@msei.in investorcomplaints@mcxsx.com
MCX	www.mcxindia.com	(022)66494040	greviance@mcxindia.com
NCDEX	www.ncdex.com	(022) 66406789 (022) 66406899	askus@ncdex.com
CDSL	www.cdslindia.com	08069144800	complaints@cdslindia.com
NSDL	www.nsdl.co.in	022-24993499	Info.cra@nsdl.co.in

You can also lodge your grievances with SEBI at <https://scores.sebi.gov.in/scores/Welcome.html> For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.