INVESTOR GRIEVANCE HANDLING POLICY

1. TITLE

- Policy on Investor Grievance Handling ("Policy")

2. OBJECTIVE

- The objective of the Policy is to address the issues/concerns/queries/grievances of the clients effectively & timely and ensure that clients are satisfied with the services rendered by Allvest Securities Pvt Ltd

3. IMPLEMENTATION / PROCESS

- Handling of all investor grievances for the Company's Broking and DP activities is a centralized function and is being handled by Compliance department at corporate office.
- Under the SEBI directive a designated e-mail id has been created namely Grievance.aspl@allvest.co and the same has been displayed on our website www.allvest.co. This e-mail id would be monitored by compliance department on daily basis.
- All Investor Grievances (hard copy or soft copy) that are received from regulators shall be attended within 2 working days of the receipt of the complaint for further action.
- All the Investor Grievances received would be verified and scrutinize by the compliance department and Compliance Team to liaise with the other relevant departments (Like Operations Team, Dealing Team, Back office team etc.)
- All investor grievances should be resolved within time period of 21 calendar days of the receipt of the complaint to the department.
- Compliance department will ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint till the status of being resolved would be updated in the register for audit and inspection.

4. REGISTRATION OF COMPLAINTS

- For queries related to stock broking / Depository Participant services, clients can get their issues / concerns/ queries registered/addressed as below mentioned modes:
  Email - Clients can email at grievance.aspl@allvest.co
  a) Clients can telephonically call the customer care number 7304646395 or Grievance Resolution Team number 022 46656436.
  b) Clients can also send a letter by post or courier or visit our office at Unit No. 2, Second Floor, B Wing, Art Guild House, Phoenix Market City, Kurla West, Mumbai – 400070
  c) SEBI has launched a centralized web-based complaints redress system (SCORES), (http://scores.gov.in) which enable investors to lodge and follow up their complaints and track the status of redressal of such complaints from anywhere. All the activities starting from lodging of a complaint till its disposal by SEBI would be carried online in an automated environment and the status of every complaint can be viewed online at any time.

5. RESOLUTION OF COMPLAINTS

- General Turn Around Time (TAT) for response to complaint is 21 days from the receipt of the valid complaint in writing. Primary responsibility is with the Compliance Officer to resolve the complaint for which he would liaise with the other relevant departments (viz. operations team, dealing team, back-office team, risk team etc.). If the issue cannot be resolved by the Compliance Officer, the same

will be escalated to the Senior Management. All complaints received shall be recorded internally including how the same has been resolved.
- All complaints received through the Smart Online Dispute Resolution (ODR) portal or through SEBI SCORES portal will be acknowledged and addressed within 21 calendar days from the date of receipt. In the event that a complainant remains unsatisfied with the initial resolution, any further escalations will be handled and resolved within 10 calendar days from the date of escalation.

6. ESCALATION MATRIX
- Level 1 - If issue of client stands unresolved in 10 days, Client can contact the Compliance Officer for redressal of issues by sending email at grievance.aspl@allvest.co or can call on 022 46656436 between 9:30 a.m. to 6:00 p.m.
- Level 2 - If client is not satisfied with the resolution provided through the Level 1 method of handling complaint; the investor / client can escalate the issues to the next higher level i.e. to the Designated Director of ASPL. Such escalation can be made by writing email to the Designated Director at ceo.aspl@allvest.co.
- Level 3: If client is still aggrieved and not satisfied wit the resolution of its Compliant than Client can approach respective Exchange to lodge their compliant. Further Client may also lodge its complaint at SEBI SCORES Portal.

7. VIOLATION
- If anyone is found in violation of this Policy, he/she will be liable for appropriate action by appropriate authority.

8. REVIEW OF POLICY
- This Policy shall be reviewed as and when there are any regulatory changes are introduced or as and when it is found necessary to change the Policy due to business needs. However, Policy shall be reviewed at least annually and placed before the Board of Directors of the Company.