

# Frontline Capital Services Pvt Limited

B-22, Sector -4, Noida - 201301

## **ANNEXURE-II** **INVESTOR COMPLAINT REDRESSAL MECHANISM**

1. The company has a designated investor grievances email id [grievances@fcslindia.com](mailto:grievances@fcslindia.com) on which the client or investor can make a complaint to designated officer of the company i.e. in our case, Compliance officer (Dinesh Jha) or Director (Mr. Atul Kumar Jain).

- An Investor / client can make a written complaint through letter to the Compliance officer or Director of the company.

- The Company maintains investor grievance register in which full detail of every written complaint shall entered.

4. Designated officer login the designated investor grievances email id on daily basis to look after the investor complaint whether new complaint has been lodged or not.

5. The full detail of written complaint is passed to the concerned department by the compliance officer of the company as soon as it is received.

- A letter or e-mail is sent to all the investors who have submitted written complaints by the designated officer, acknowledging receipt of the complaint and informing them it will be dealt with.

7. Compliance Department obtains all information available on the compliant Which is considered necessary for a proper investigation. Look into all the necessary Information and resolve as soon as possible.

8. There is standing policy of the company to resolve the investor compliant within 7 days of the receipt of the same except, where additional information is required from the complainant, the same shall be resolved within 7 days from the receipt of additional information.

9. A serious compliant (where the written response does not settle the issue) must be referred to the Director of the company.

10. The Designated officer of the company shall review the investor compliant register on weekly basis to find out whether complaint has been resolved within time or not.

11. If the investor not satisfied with the response of the company he can also contact the Stock exchanges/Depository at the following:

Exchange	Web address	Contact No	Email id
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	022-22728097	<a href="mailto:is@bseindia.com">is@bseindia.com</a>
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	1800220058	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>
NSDL	<a href="http://www.nsdl.co.in">www.nsdl.co.in</a>	022-24994200	<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>
SEBI	Http:\\scores.gov.in	1800227575 / 18002667575	

**For Frontline Capital Services Pvt Limited**

**Director**