

Frontline Capital Services Limited

B-22, Sector -4, Noida - 201301

INVESTOR COMPLAINT REDRESSAL MECHANISM

1. The company has a designated investor grievances email id fcsl_grievances@fsltechnologies.com on which the client or investor can make a complaint.
2. An Investor / client can make a written complaint through letter also.
3. The Company maintains investor grievance register in which full detail of every written complaint shall entered.
4. Designated person shall 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 must be passed to the concerned department and inform the compliance officer of the company as soon as it is received.
6. A letter or mail must be sent to all the investor who have submitted written complaints by the designated person acknowledge receipt of the complaint and informing them it will be dealt with.
7. Compliance Department will obtain 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 as soon as possible of the receipt of the same expect the complicated case.
9. A serious compliant (where the written response doer not settle the issue) must be referred to the Director of the company.
10. The Designated person of the company shall review the investor compliant register on weekly basis to find out whether complaint has been resolved within time or not.