

Frontline Stock Brokers Private Limited

(Formerly known as Frontline Capital Services Limited)

Registered Off :M- 6 , 2nd & 3rd Floor , Greater Kailash – II , New Delhi - 110048

Corporate Office: 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 on which the client or investor can make a complaint to designated officer of the company i.e. in our case, Compliance officer (Mr. Aditya Kumar Tiwari) or Director (Mr. Atul Kumar Jain).
2. An Investor / client can make a written complaint through letter to the Compliance officer or CEO of the company.
3. 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.
6. A letter or 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 complaint 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 complaint 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 complaint (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 complaint 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	www.bseindia.com	022-22728097	is@bseindia.com
NSE	www.nseindia.com	1800220058	ignse@nse.co.in
NSDL	www.nsdl.co.in	022-24994200	relations@nsdl.co.in
SEBI	Http:\\scores.gov.in	1800227575 / 18002667575	

For Frontline Stock Brokers Private Limited
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Director