

## INVESTORS GRIEVANCES REDRESSAL MECHANISM

Details of the Procedure of complaints redressal mechanism put in place by us which shall include followings-

- a. Investor grievances handling mechanism at Head office, Branch, Sub Brokers and AP.

Investor can lodge his/her complaint at Head office, Branch office or at AP office. Investor may file its complaint through mail at [helpdesk@9star.in](mailto:helpdesk@9star.in) or file written complaint at our registered office/ corporate office or any Branch or AP office.

- b. Infrastructure at Head office and branch for redressal of investor grievance.

Companies' compliance officer takes note of complaints received on a day to day basis any complaint received on email is being answered or resorted within 72 hours; at branches a complaint register is being kept which is being tracked on daily basis by branch / AP as the case may be. .

- c. Staff strength and reporting structure of division/department for redressal of investor grievances. –

There are 3 persons who are taking care of investor complaints, Helpdesk executive tracks complaints received at Head office or Branches. As & when any complaint is received at corporate office, it is forwarded to Compliance officer without any delay. Compliance officer takes a call on these complaints on the basis of merits and try to resolve it. However, If complaints involve large sum of amount he forward it to board of directors for taking further action.

- d. Frequency of review of redressal of complaints by Board and details thereof

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Fortnight

- e. Frequency of review of redressal of complaints by CEO/MD and details thereof- Weekly

- f. Designated Email id and telephone number for receiving complaints at BO/HO and whether same have been informed to the investors.

We have designated email id [helpdesk@9star.in](mailto:helpdesk@9star.in) for receiving complaints at HO/BO and same has been informed to investor by mentioning the same at our website as well all communication do with client.