

Grievance Redressal Policy

At Shriram Financial Services Private Limited we are committed to make trading a pleasant experience

The objective of the policy is to address the grievances of the customers. One of the core values of our company is “Customer first” and we ensure that customers are satisfied with the services rendered by us. This policy has been formulated in order to ensure that grievances of the customers are effectively & timely redressed.

RECEIPT OF GRIEVANCE: Shriram Financial Services Private Limited can receive client complaints either directly from clients - in any of the modes viz physical letters, fax, e-mail, phone and personal visit. Further, clients’ complaints are also received through SCORES, Regulatory authorities, Advocates, Consumer forums etc. Handling of all investor grievances is a centralized function and is being handled by Compliance Department at the Registered office of the company.

RECORDING OF GRIEVANCE: A Register of Complaints is maintained in accordance to the rules, regulations, Bye laws and directives of the Exchanges/SEBI stating complete detail of complaints including name of originating branch, sub-broker, authorized person etc. All the Investors complaints are recorded immediately in Investor Grievance Register maintained separately for each Exchange and Depository. The Complaint received either physically or electronically by email shall be filed serially. The Compliance Officer will be responsible for receiving and recording all the Investor complaints.

If the applicant / client is not satisfied or has any grievances about the products or services provided by the Company, the complaint could be addressed to at the following addresses

Call Us	Email Us	Write to Us	Branch access
Toll Free No. for Client service which is published on our website.	grievance@shriramfs.com	Shriram Financial Services Private Limited Rukmini Towers, 3rd & 4th Floor, 3/1, Platform Road, Sheshadripuram, Bangalore - 560 020. Telephone :080 – 22496800 Fax: 080 – 22496999	Our Branch offices - Address are available on our website

Any course of action which involves the concerned department at Head office it would be informed to the concerned head of the department and Business team. Likewise, if the course of action which involves branch and or associate, business team at the corporate office would be informed/updated.

If there is no response from concerned department or the branch and or associate within 3 working days of the complaint, the same would be escalated to Head Compliance for immediate action and if there no response within 5 working days the same would be reported to the Director as in the form of an MIS reporting. All investor grievances should be resolved within time of 15-25 days of the receipt of the complaint to the department.

More than 3 complaints received during a month from the same branch (number of complaints is subject to review depending upon the market conditions and volumes generated by the branches and or associates) Head of business would have to seek an explanation from the branch manager and keep the compliance department informed/updated

If the applicant / client is not satisfied with the response that he receives or if he does not hear from the Company within the timeframe mentioned, there is an escalated complaint handling mechanism for Clients and the Client could raise the issue with a Compliance Officer of the Company at the following address

Compliance Officer

Rukmini Towers, 3rd & 4th Floor, 3/1, Platform Road, Sheshadripuram, Bangalore - 560 020. Ph: 080 - 22496862/Email: compliance@shriramfs.com

The grievance redressal mechanism within the organization will be explained to the Client to resolve any dispute, such a mechanism would ensure that all disputes arising out of decisions of our functionaries are heard and disposed off at least at the next higher level.

A complaint of misconduct against an official of the Company shall be redressed by next level of authority. The Company shall provide for periodical reviews of the functioning of the grievance redressal mechanism at various levels of management

Regulator/Exchange/Depository – Client Grievance Redressal Mechanism

A Client can file his complaint before the NSE / BSE / SEBI Investor Grievance Cell, if the reply is not received from the Company within a period of one month, after the Company concerned has received his representation, or the Company rejects the complaint, or the complaint is not satisfied with the reply given to him by the Company

SEBI: - <http://scores.gov.in>
NSE: ig@nse.co.in Tele: 022-26598100
BSE: is@bse.co.in Tele: 022-22728097
MSEI: investorcompliants@mcx-sx.com
NSDL: relations@nsdl.co.in
CDSL: helpdesk@cdslindia.com

MCX: info@mcxindia.com Tel: 022 6731 8888/022 6649 4000
NCDEX: askus@ncdex.com/ 18002662339