

DETAILS OF GRIEVANCE REDRESSAL MECHANISM

- A Grievance can be filed in person, by phone, by email or in writing. We provide resolution to the grievance within 2-3 working day unless there are exceptional circumstances. We communicate the resolution in writing to the concerned client. For queries/grievance and complaints, feel free to contact the compliance officer, contact no.- 0141-4051000, [Email-investorgrievance@hemsecurities.com](mailto:investorgrievance@hemsecurities.com)

And for DP related queries & Complaints, feel free to write us at investorgrv_dpjaipur@hemsecurities.com

- If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/ grievance on SMART ODR platform for its resolution through by online conciliation or arbitration.

<https://smartodr.in/login>

- Investor can lodge complaint/ grievance against the Depository/DP in the following ways:
 - a. Electronic mode –
 1. SCORES 2.0 (a web based centralized grievance redressal system of SEBI) [<https://www.scores.gov.in/scores/Welcome.html>]
Two Level Review For Complaint/Grievance Against Dp: -
First Review Done By Designated Body –
Second Review Done By SEBI
 2. Respective Depository's web portal dedicated for the filing of compliant [<https://www.cdslindia.com/Footer/grievances.aspx>]
 3. Emails to designated email IDs of Depository [complaints@cdslindia.com]

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI at <https://scores.gov.in/scores/Welcome.html>

CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

BSE at <https://bseers.bseindia.com/ecomplaint/frmInvestorHome.aspx>

NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>

MCX at <https://igrs.mcxindia.com/>