



SHARE INDIA ALGOPLUS PRIVATE LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

Effective Date: 24 th June, 2022
Approval Date: 24 th June, 2022
Version: 1.0
Approved By: Board of Directors

INVESTOR GRIEVANCE REDRESSAL POLICY

Objective:

A grievance refers to any issue, concern, problem, or claim (perceived or actual) that a shareholder wants to be addressed on matters related to transfer/ transmission and transposition of securities, etc. of the Company and activities related to handling of customers' grievance and related functions of the Company.

Share India AlgoPlus Private Limited brings into transparency how grievances are addressed at the company, which aims to strengthen relationships with investors. Our Company values its reputation for conducting business in an ethical and transparent manner. The grievance process, outlined in the policy, provides a path for investors to voice their concerns.

This Policy is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner.

Grievance Redressal Mechanism:

Handling of all investor grievances for the company's broking activities is centralized function and is being handled by Compliance department at corporate office.

Share India AlgoPlus Private Limited has appointed a Compliance Officer for the smooth execution of grievance redressal. The Compliance Officer is responsible for ensuring the provision of prompt and effective services to shareholders and monitoring/supervising the dedicated email address of the company for shareholder grievances.

Under the SEBI directive, the company has created a designated email address, pooja.sehgal@shareindiaalgoplus.com, for receiving investor grievances. This email address is prominently displayed on our website i.e. www.shareindiaalgoplus.com.

Receipt of Complaint:

Investors can lodge their respective complaints in any of the modes viz physical letters, fax, e-mail, phone and personal visits etc. Further, clients' complaints are also received through SCORES, Regulatory authorities, Stock / Commodity Exchanges, SMART ODR Portal.

Recording of Complaints:

A Register of Complaints stating complete detail of complaints is being maintained at the Corporate Office. All the Investors' complaints are recorded immediately in the said register. Complaint registers are also being maintained at all the offices including Head Office, Branch Offices. The concerned officials have been advised to ensure recording all the complaints in the Complaint Register and simultaneously inform details of the same to the Compliance Officer. All the complaints including complaints received at Branch Offices are also being recorded in the centralized complaint register being maintained at Head Office.

Details of complaints received are also uploaded on the website on monthly basis.

Handling of Complaints:

Company is following a structured and systematic approach to handling investor grievances, ensuring that all complaints are promptly addressed and well-documented throughout the process. This approach aligns with SEBI directives and emphasizes transparency, accountability, and effective resolution of investor concerns.

It will be the duty of Compliance Officer to ensure that the complaints received from investors are redressed at the earliest without undue delay. All the Investor Grievances received are verified and scrutinized by the compliance department. On receipt of the complaint, the Compliance Officer seeks further information from the complainant, if required, and also seeks relevant details/information from the concerned department/ officials/Authorised Person. Basis on the details received, the Compliance Officer resolves the clients' grievance and informs the client about the resolution.

Details of all long pending complaints (pending for more than 2 weeks) as well as all high value complaints (exceeding Rs. 5 lacs in value) are being informed to CEO for his information and necessary action.

Maintenance of Records: The Complaint Register will be maintained for such period as may be prescribed by regulatory authorities

Review of The Policy: This policy is to be reviewed as and when management thinks fit or whenever changes are mandated by statutory authorities.

Place: Noida

Share India AlgoPlus Private Limited