

INVESTOR GRIEVANCE POLICY
TRDEZ INVESTMENT PRIVATE LIMITED
Version- 1.0

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Organization:	TRDEZ INVESTMENT PRIVATE LIMITED
Version No:	1.0
Date:	06/10/2023

Document Control

Document Title **INVESTOR GRIEVANCE POLICY**

Version History

Version No.	Version Date	Author	Summary of Changes	Approval By	Title	Date of Approval
1.0	06/10/2023	Ms. Vanshika Ghag Governance Risk and Compliance Analyst	NA	Mr. Chetan Dhar Compliance Officer	INVESTOR GRIEVANCE POLICY	06/10/2023

Distribution

Name	Title	Date of Issue	Version No
NA	NA		NA

INVESTOR GRIEVANCE POLICY

TRDEZ has framed below mentioned policy as per process of handling Investor Grievance.

Under the SEBI directive a designated e-mail id has been created grievance@trdez.com and the same has been displayed on our website www.trdez.com. This e-mail id would be monitored by the helpdesk and compliance department on a daily basis.

1. An Investor/Client can make his/her complaint through email or letter to the TRDEZ or Investor make complaint through exchange.
2. The Investor/Client can make a written complaint through letter and send it, or hand deliver it to TRDEZ's Head Office or Corporate office.
3. Handling of all investor grievances is a centralized function and is being handled by the Compliance department at head office; TRDEZ has sufficient team and capable staff to handle all investor grievances.
4. TRDEZ has also developed online grievance which is available on the TRDEZ's website www.trdez.com through which an investor can make a complaint.
5. All the Investor Grievances received in writing at head office or at the grievance@trdez.com would be verified and scrutinized by the helpdesk team and compliance department and it would initiate necessary steps to resolve the complaint within 1 - 7 working days of the receipt of the complaint by them. The client can track the status of the complaint from our website by entering ticket id on it.
6. A correspondence either by letter or e-mail shall be made with the investor who has submitted written complaints acknowledging receipt of the complaint.
7. TRDEZ shall follow the practice of resolving the investor's complaint within 30 days of receipt of the same.
8. The grievance redressal policy shall be placed before the board.

9. All the investor complaints/grievance received through SEBI by online “SEBI Complaints Redress System” (Scores) / NSE –ENIT and BSE.
 - BEFS shall be checked regularly and replied/resolved expeditiously.

10. All the investor grievances shall be handled in the following manner by the compliance department:
 - a. All the investor grievances (hard copy or softcopy) shall be updated in an excel register (softcopy) on the same day of the receipt of the complaint. This register should be monitored by the compliance officer.
 - b. After verification and scrutiny, the appropriate steps should be initiated to resolve the complaint at the earliest.
 - c. As per the exchange/ depository/ SEBI directives the complaint register has been maintained by us.
 - d. Therefore, the compliance department shall ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint till the status of being resolved would be updated in the register.

11. The compliance officer should ensure that it gives its sign-off only after the complaint is resolved.

The policy shall be amended from time to time under the directions of SEBI and Exchanges. All stakeholders shall ensure to adhere to the policy norms under all circumstances.

TRDEZ INVESTMENT PRIVATE LIMITED