

GRIEVANCE RESOLUTION PROCESS (STOCK BROKER/DP/PMS/RESEARCH ANALYST/MERCHANT BANKER)

TRDEZ INVESTMENT PRIVATE Limited (herein after referred as “TRDEZ INVESTMENT”) is a SEBI Registered entity for Stock Broking/DP services. The grievance redressal process of TRDEZ INVESTMENT is described herein below:

I. PROCESS FOR FILING COMPLAINT

There are following modes through which the client can file grievance with TRDEZ INVESTMENT.

- A. ONLINE FILING OF GRIEVANCE**
- B. OFFLINE FILING OF GRIEVANCE**

The detailed process for filing complaint with TRDEZ INVESTMENT in aforesaid modes is mentioned herein below:

A. ONLINE FILING OF GRIEVANCE

1. Email :

The client can e-mail us on grievances@trdez.com for filing their grievances with us.

B. OFFLINE FILING OF GRIEVANCE

1. Physical:

The client can file Grievances sending their complaint to our head office situated at 301, Cello Platina, FC Road, Shivaji Nagar, Pune MH 411005 IN by addressing the letter to Compliance Department or the client can file the complaint to its nearest **branch office** or with our Authorised Persons.

2. Customer Service Desk:

The client can call on 1800 2682 899 for filing his grievance with us.

II. PROCESS OF GRIEVANCE RESOLUTION

After receipt of complaint from the client, we assign unique Ticket No. to the complaint and send to the client’s registered mobile number. Our help desk team will verify the complaint filed by the client and the necessary supporting documents provided by the client. The team will verify the complaint from the all our available records and may seek clarification from the client, if any, and/or from the concern

RM/Branch/Authorised Person. After verification of all the available records, the Team will send reply to the client on his registered email id available in our records to resolve the complaint of the client within 21 days from the date registration of complaint. The client may check the complaint status from our website <https://www.trdez.com/>.

If the same grievance(s) is/are raised through multiple channels, the latest grievance lodged at any of the above channels shall be considered for resolution purpose and grievance/s lodged at other channels shall be treated as duplicate grievance/s.

All grievances are monitored under the supervision of the Compliance Officer which is followed by periodical presentation of monthly grievances and its resolution before the Board of Directors.

In the view of SEBI guidelines, all grievances received during the month for all our aforesaid services are displayed on our website on or before 7th day of the succeeding month.

If aggrieved by the said resolution, the grievance can be escalated to Securities and Exchange Board of India (SEBI) through SEBI Complaints Redress System (SCORES) and Investor Grievance Mechanism as available with NSE, BSE, MCX and CDSL.

The link for lodging the complaint with SEBI SCORES, exchanges and depository are:

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

NSE: <https://www.nseindia.com/invest/file-a-complaint-online>

BSE: <https://bsecrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

MCX: <https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint>

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

If the client is aggrieved from the aforesaid complaint resolution, the client can file complaint through Online Dispute Resolution portal ([SMARTODR](#)) provided by Market Infrastructure Institutions (MII).

Thanking You,

For TRDEZ INVESTMENT Private Limited