AlphaGrep Securities Private Limited – Investor's Grievance Redressal Policy

Compliance Officer
Unit No. 1206, 1207, 12th Flr, Blk No. 53E,
Rd 5E Dalal Street Commercial CoOperative Society Ltd,
Gandhinagar, Gift City, Gujarat, India, 382355
Ph: 080 - 46016710
Email: grievance@alpha-grep.com / dd@alpha-grep.com

The company is committed to maintaining the highest standards of investor query and ensuring timely and effective grievance redressal. A dedicated grievance redressal mechanism is in place to promptly address and resolve investor concerns, reinforcing the company's focus on trust and long-term relationships.

The grievance redressal mechanism within the organisation 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 of at least at the next higher level.

❖ At AlphaGrep we follow robust Internal Grievance Redressal Mechanism which is outlined below:

- Total time frame: 14 Working days [Including escalation]

A. Investors should first approach the centralized desk managed by compliance team directly through a designated investor grievance email ID i.e grievance@alpha-grep.com
B. Compliance Officer is responsible primarily for handling and resolving investor complaints within 7 working days from the date of receipt of complaint.
C. The company will try to resolve the grievance within the above timelines on highest efforts basis.
D. **Escalation**: If the investor is not satisfied by the resolution provided by the compliance officer they can reach out to designated director by addressing their query to dd@alpha-grep.com. The designated director shall redress the grievance within next 7 Working days from the date of escalation.

❖ **Regulator/Exchange/Depository – Client Grievance Redressal Mechanism:**

- **Escalation Matrix with the regulatory authorities**:

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.

1) Investors can lodge their grievances with the stock exchanges.

2) Investor Grievance Redressal Committees - exchanges have designated IGRCs or Regional Investor Complaints Resolution Committees (RICRCs) to resolve disputes.

3) Investors can also lodge complaints with the Securities and Exchange Board of India (SEBI) through its SEBI Complaints Redress System (SCORES) portal or mobile app. - https://scores.sebi.gov.in/

SEBI: - http://scores.gov.in
NSE: ig@nse.co.in Tele: 022-26598100
BSE: is@bse.co.in Tele: 022-22728097
MCX: info@mcxindia.com Tel: 022 67318888/022 6649 4000

4) As a last step, investors can also lodge complaints with the Securities and Exchange Board of India (SEBI) through its SMART ODR system **"https://smartodr.in/login"**