

MARKET PULSE SECURITIES PVT. LTD.

INVESTOR GRIEVANCE REDRESSAL POLICY

Version	1.0
Prepared by	Compliance team of MPSPPL
Approved by	Board of Directors of MPSPPL

Table of Contents

OBJECTIVE	3
REGISTRATION OF INVESTOR GRIEVANCES	3
RECORDING OF INVESTOR GRIEVANCES	3
RESOLUTION OF INVESTOR GRIEVANCES	3
MAINTENANCE OF RECORDS	4
DISCLOSURE OF COMPLAINTS	4
REVIEW OF THE POLICY	4

OBJECTIVE

The Objective of this policy is to ensure that all grievances raised by clients of Market Pulse Securities Private Limited ('Company') are effectively addressed and resolved in time. The Company shall treat all the grievances fairly and efficiently.

REGISTRATION OF INVESTOR GRIEVANCES

Clients can register their grievances/ complaints through following channels:

- a. Grievance Email: The company has a separate designated investor grievances email id grievance@market-pulse.in on which the client or investor can lodge a complaint from their registered email id. The designated email-id is displayed on the website of the Company www.market-pulse.in and printed prominently on the Notice Boards displayed at the Corporate office of the Company, printed on various communication sent to Clients like account opening form, contract notes, holding statements, etc
- b. Compliance Officer: Investors can also contact Compliance Officer for redressal of their grievance at email id compliance@market-pulse.in.
- c. Exchange: In case if the Client/Investor is not satisfied with the response, then they can also lodge their grievance with the concerned Stock Exchange as per the details provided below - ,

Exchange	Website	Contact No.	Email-id
MCX	www.mcxindia.com	022-6731-8888	grievance@mcxindia.com

- d. SEBI Scores: Investors can also register their complaints with SEBI at Scores (<http://scores.gov.in>), a portal dedicated for investors' grievances.

RECORDING OF INVESTOR GRIEVANCES

A Register of Investor Grievances is maintained in accordance with the rules, regulations, Bye laws and directives of the Exchanges/SEBI stating complete detail of complaints. All the Investors grievances/ complaints are recorded in the Investor Grievance Register maintained. The Complaint received either physically or electronically by email shall be filed serially. The Compliance Officer will be responsible for receiving and recording all the Investor complaints.

RESOLUTION OF INVESTOR GRIEVANCES

Handling of all investor grievances is a centralized function and is being handled by the Compliance Department of the Company.

All the Investor Grievances/complaints received by the Company are verified and scrutinized by the Compliance Department. In case the Grievances are received by any employee/associate

Market Pulse

the same shall be communicated to the Compliance Officer for further review and necessary action.

On receipt of the complaints, the same are forwarded to the concerned department for the clarification & resolution. Further, the Compliance Officer can also seek additional information from the complainant for verification of allegations made in the complaint.

The Compliance Officer shall ensure that all the grievances are resolved in a time bound manner. Once the complaint is resolved/closed, the same shall be updated in the Investor Grievance register maintained by the Compliance Department.

MAINTENANCE OF RECORDS

The Investor Grievance Register will be maintained for such period as prescribed by regulatory authority.

DISCLOSURE OF COMPLAINTS

In terms of the requirement of SEBI circular no. SEBI/HO/MIRSD/DOP/P/CIR/2021/676 dated December 2, 2021, the Company discloses the data on complaints received, dealt and redressal thereof, by 7th of succeeding month on its website, in the format prescribed by SEBI.

REVIEW OF THE POLICY

This policy is to be reviewed as & when management thinks fit or whenever changes are mandated by statutory authorities.