

Policy to Protect Investors from Unauthorized Schemes/Frauds Due to Impersonation

1. Objective:

To safeguard investors from fraudulent activities, including impersonation of registered brokers or misuse of their names, particularly on digital platforms like social media, messaging apps, and websites.

2. Scope:

This policy covers any instance where the broker's name, logo, employee identity, or reputation is misused to promote unauthorized investment schemes, fraudulent advisory services, or phishing attempts targeting investors.

3. Identification & Monitoring System:

- Continuous surveillance of digital platforms including Facebook, Telegram, Instagram, YouTube, and WhatsApp for impersonation attempts.
- Monitoring of investor complaints received via emails and NSE investor grievance portals.
- Use of cyber tools to detect and report fake profiles and scam links.
- Employees are required to report any suspected impersonation or fraud attempts immediately to the compliance officer.

4. Investor Awareness Measures:

- Regular investor advisories are published on the official NSE India website: <https://www.nseindia.com/invest/advisory-for-investors>.
- Educational webinars and social media campaigns to help investors identify genuine brokers and avoid traps.
- Warning against transferring money to personal accounts or investing based on messages from unofficial channels.

5. Actions Taken Against Impersonation:

- Filing of complaints with cybercrime departments and law enforcement agencies.
- Reporting fake accounts and content to platform administrators for takedown.
- Issuing public notices on the company website and investor bulletins.

6. Redressal & Reporting Mechanism:

Investors encountering such fraudulent schemes or impersonation should report immediately via:

- Email:
 - dl-mem-imprs@nse.co.in
 - inspectionahm@nse.co.in
 - inspection_cro@nse.co.in
 - delhi_inspection@nse.co.in
 - compliance_wro@nse.co.in
 - compliance_assistance@nse.co.in

7. Internal Compliance:

- Quarterly reviews of fraud incidents and improvements to monitoring systems.
- Training for staff to identify and report fraudulent schemes effectively.
- Strict internal disciplinary action in case of employee collusion or negligence.

8. Disclaimer:

Investors are advised to verify all investment-related communications and avoid unauthorized agents, schemes, or links not originating from official broker domains.

In case of any queries, you may reach out to 022 6190 8018 or mail on investorgrievances@mangalkeshav.com