

## INVESTOR GRIEVANCE AND REDRESSAL

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Sufficient disclosures of investment risks are provided in online as well as offline account opening forms available to clients interested in trading. Clients are requested to read and understand thoroughly the risks mentioned therein before opening an account with the Company.

In case of grievance, the constituents needs to approach the Company either directly or through the respective exchange. If the constituent wishes to directly communicate with the Company, a dedicated e-mail id i.e. [investorgrievance@mangalkeshav.com](mailto:investorgrievance@mangalkeshav.com) is created and manned specifically for receiving customer complaints. Mails received through this e-mail id is monitored by the Compliance Officer and suitable action shall be initiated on the complaint received.

Escalation Procedure:

- 1) Grievance email sent to [investorgrievance@mangalkeshav.com](mailto:investorgrievance@mangalkeshav.com).
- 2) If email is not responding within two working days, helpdesk can be approached to understand the status of the grievance. There are two dedicated staff handling the helpdesk. Telephone No.: +91 22 6190 7900 Extn. 7982 and 7960 (available during office hours).
- 3) If no revert received on grievance from helpdesk, the compliance office can be directly approached:

### **MK Commodity Brokers Limited**

Compliance Officer: Mr. Gyan Prakash

Telephone No: +91 22 6190 8018

Email id- [gyan@mangalkeshav.com](mailto:gyan@mangalkeshav.com)

### **Mangal Keshav Financial Services LLP**

Compliance Officer: Mr. Gyan Prakash

Telephone No: +91 22 6190 8018

Email id- [gyan@mangalkeshav.com](mailto:gyan@mangalkeshav.com)

### **Mangal Keshav Capital Limited**

Compliance Officer: Mr. Gyan Prakash

Telephone No: +91 22 6190 8018

Email id- [compliance@mangalkeshav.com](mailto:compliance@mangalkeshav.com)

- 4) For escalation beyond the compliance officer, the matter may be reported to the designated director of the Company:

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### **MK Commodity Brokers Limited**

Name of Designated Director: Mr. Ajay Shah

Telephone No: +91 22 6190 7926

Email ID: ajay@mangalkeshav.com

### **Mangal Keshav Financial Services LLP**

Name of Designated Director: Mr. Ajay Shah

Telephone No: +91 22 6190 7926

Email ID: ajay@mangalkeshav.com

### **Mangal Keshav Capital Limited**

Name of Designated Director: Mr. Ajay Shah

Telephone No: +91 22 6190 7926

Email ID: ajay@mangalkeshav.com

- Client directly approaching the Company for any grievance is requested to follow the above mentioned hierarchy.
- The compliance officer maintains records of all complaint and its redressal.
- In case the grievance is received through the exchange, it would follow the same procedure as mentioned above and the compliance officer would inform the findings of the grievance to the respective exchange.