

Investor Grievance Redressal Mechanism

This document meticulously outlines the process we have established to address any grievances or complaints raised by our valued investors. Our goal is to ensure that every concern is handled efficiently and transparently, ultimately enhancing the trust and satisfaction of our investor community.

Purpose:

IndusInd Securities Limited, a SEBI registered stockbroker (SEBI Registration No. INZ000172433) has dedicated Customer Support Department and Compliance Department to systematically record and track investor complaints, ensuring that they are addressed in a timely and effective manner.

To establish a transparent and efficient process for addressing investor grievances to enhance trust and satisfaction among our stakeholders.

Scope:

This mechanism is applicable to all investors and encompasses various types of grievances, including but not limited to service-related issues, communication problems and compliance concerns. We recognize the importance of being responsive to all investor feedback to continually improve our services.

Grievance Submission:

Investors are encouraged to submit their grievances through multiple channels for their convenience including phone, email, walk-in, letter or directly via our website.

- A user-friendly grievance form is readily available online to facilitate easy submission.

Complaints Source	Acknowledgement	TAT
Email	Acknowledgement email / phone	Resolution within defined SLA.
Walk-in / Letters	Customer support executive informs the customer the TAT if not resolved as FTR (First Time Resolution)	
Phone		
Online Portal / Website	Acknowledgement email / phone	

Exhaustive classification of grievances with defined SLA for each category. Well defined Escalation Matrix if not resolved within defined SLA.

Escalation Level	Details	Escalation Mechanism	Escalation to
Level I	1st Level Escalation - QRCs on threshold - addressed on the same day of receipt	Yes	In case of branch- escalation cases are centrally tracked
Level II	2nd level escalation to Head – Customer Support - addressed on the same day of receipt	Yes	Head – Customer Support
Level III	3rd level escalation to ED / CEO / Head – Operations on weekly basis	Yes	ED / CEO / Head – Operations
	In case of SEBI / Exchange issues - escalated to Head Compliance	Yes	ED / CEO / Head – Operations / Head – Compliance
	Monthly MIS on complaints received from the Exchanges/SEBI reported to ED / CEO / Head – Operations /Head – Compliance	Yes	ED / CEO / Head – Operations / Head – Compliance

Mechanism to redress investor grievances received from Stock Exchange / SEBI / DPs

The investor grievances received from all the regional offices of the Exchanges / SEBI are handled by a team of senior executives jointly from the Customer Support Department and the Compliance Department at the Head office.

Every grievance immediately on receipt is recorded in the CRM Application as a complaint with a QRC / Ticket number tagged to the Unique Client Code of the complainant and classified under the respective head / subject.

The team obtains necessary details on the subject matter of the complaint from the concerned departments before arriving at a resolution. Accordingly suitable replies are provided to the concerned Exchange / SEBI within stipulated time period.

Complaints		
Complaints Source	TAT	Escalation
Regulator / SEBI / ODR Complaints	7 Working Days	If not resolved within 7 days, then status of such complaints are informed to ED / CEO / Head-Operations / Head-Compliance

i. Email address and telephone number for receiving complaints at Head Office

- a. In case of any grievances/complaints: grievance@indusindmoney.com
- b. Compliance Officer: compliance@indusindmoney.com
- c. Escalation to CEO: ceo@indusindmoney.com
- d. Telephone Numbers: 022-4159 6000 | 022-6243 6000