



Investors' Grievance Redressal Policy

As a constant endeavor to provide best investment experience and as a part of good governance measure, A C Choksi Share Brokers Private Limited (ACCSBPL) has developed comprehensive Investor Grievance Mechanism which is depicted in this policy. Mr. Ashvin C Choksi, chairman & managing director has been designated as compliance officer of the company.

ACCSBPL has a dedicated email id **grievances@acchoksi.com** on which clients can email their complaints/queries. Same can also be accessed via web portal “**www.acchoksi.com**” wherein separate button has been provided for lodging the complaints by providing client details like client code, name of the client, registered email Id, registered address and details of the complaints.

We have also made clients aware about process and benefits of filing complaint on SEBI's SCORES portal by giving direct link of SCORES on our website. Same is also given to clients as a part of welcome kit.

Query raised at branch level or at authorized person level gets resolved at their desk. In case of further escalation, it is forwarded to head office and every possible efforts are made to resolve it from head office by Compliance - Manager- currently Ms. Shruti D. Indule. Complaints received at the end of regulators are replied along with the supporting documents, if any, within the prescribed time limit to regulator. In absence of Ms. Shruti D. Indule or Mr. Ashvin C Choksi, queries of clients are handled by Mrs. Dipika A Choksi - Designated Director and/or Mr. Bimal A Choksi – Chief Executive Officer.

A separate Grievance Register is maintained to record complaints received either by email / through web link / by letter / in person. As per company policy, we at ACCSBPL give utmost importance to grievances received and our endeavor is to reply to the client by at most by next day. Under exceptional circumstances (where we need to collect data from various places / sources) or where further clarification is required, reply is served within 7 working days. Complaint resolution time limit is kept as 14 working days.

Clients may also contact on telephone No.: 022-6159 5100 and talk to compliance manager for further assistance. Name of the Compliance Officer along with the email id to register the complaint has also been displayed on contract note, notice board.

Happy Investing!!