INVESTOR GRIEVANCE REDRESSAL MECHANISM

1. The Company has a Designated Investor Grievances Email ID smkinvestergrievance@rediffmail.com on which the Client or Investor can make a complaint.

2. An Investor / Client can make a Written Complaint through letter also.

3. The Company maintains Investor Grievance Register.

4. Designated Person shall login the Designated Investor Grievances Email ID on daily basis to look after the Investor Complaint whether any New Complaint has been lodged or not.

5. A Letter or Email must be written to all the Investor who has submitted written Complaints by the designated person or Compliance Officer acknowledging receipt of the Complaint and informing them, it will be dealt with.

6. Compliance Department will obtain all information available on the complaint which is considered necessary for a proper investigation. Look into all the necessary information and resolve the as soon as possible.

7. There is Standing Policy of the Company to resolve the Investor Complaint within Seven Days of the receipt of the same expect the complicated case.

8. A Serious Complaint (where the written response does not settle the issue) must be referred to the Director or Compliance Officer of the Company.

9. The Compliance Officer of the Company shall review the Investor Complaint Register on weekly basis to find out whether Complaint has been resolved within time or not.

10. The Compliance Officer shall also keep proper records of all the Grievances / Complaints received and resolved.