



ELBEE SECURITIES PVT.LTD.
19, R. N. MUKHERJEE ROAD,
2nd FLOOR, EASTERN BUILDING,
KOLKATA :700001.
T: +91 33 2243 0710
F: +91 33 2242 0959
Email: info@elbeesecurities.com

Grievance Redressal Policy

We believe that Investor service is a vital element for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships and therefore Investor satisfaction becomes critical to us, especially since we follow the Direct-to-Investor model. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

- Investors will be treated fairly at all times
- Complaints raised by Investors will be dealt with courtesy and in a timely manner
- Queries and Complaints will be treated efficiently and fairly.

The Stock Broker, Depository Participant, Research Entity and its analysts and employees work in good faith and without prejudice, towards the interests of the Investors.

The Stock Broker, Depository Participant and Research Entity has a dedicated Client Servicing Team which is responsible for timely and prompt communication with our clients, while having an open attitude towards service recovery, and providing alternate solutions to investors, thus ensuring healthy relationships with our clients. The Client Servicing Team is headed by Ms. Rashmi Agarwal (elbeesec1@yahoo.com).

Grievance Redressal Mechanism

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team on elbeesec1@yahoo.com & elbeesec1@rediffmail.com. Alternatively, the Investor may call on 033-22430710 or 033-22623066.
2. A letter may also be written with their query/complaint and posted at the below mentioned address: 19, R. N. Mukherjee Road, 2nd Floor, Eastern Building, Kolkata – 700001.
3. Clients can write to the Compliance Officer – Mr. Manish Agarwal at manishelbee@yahoo.com & manish@elbeesecurities.com or call him on 9830057026 if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Compliance Officer.
4. You may also approach Research Analyst, Principal Officer – Mr. Sharwan Sharma, Email ID: research@elbeesecurities.com and Mobile: 7439504764
5. You may also approach our CEO - Mr Manoj Kumar Agarwal, Email ID: manoj@elbeesecurities.com and Mobile: 9830037526



ELBEE SECURITIES PVT.LTD.
19, R. N. MUKHERJEE ROAD,
2nd FLOOR, EASTERN BUILDING,
KOLKATA :700001.
T: +91 33 2243 0710
F: +91 33 2242 0959
Email: info@elbeesecurities.com

6. In case you are not satisfied with our response you can lodge your grievance with

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE: <https://bseids.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

NSDL: <https://www.epass.nsdl.com/frmlLoginPageWebsiteComplaints.aspx>

SEBI:

Website: <https://scores.sebi.gov.in/>

Android: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330&hl=en-IN>

IOS: <https://apps.apple.com/in/app/sebiscores/id1493257302>

Or you may also write to any of the offices of SEBI

Please quote your Service Ticket / Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Filing complaints on SCORES can be done in easy and quick steps as follows:

- a) Register on SCORES portal-Visit SCORES Portal.
- b) Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, and Email ID

Benefits of using SCORES

- a) Effective communication
- b) Speedy redressal of grievances

7. ODR Portal could be accessed, if you are still unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market". A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>