REDRESSAL MECHANISM FOR INVESTOR GRIEVANCE

We Aristro Capital Markets Limited (ACML) believe that Investor service is an important imperative for sustained business growth and we want to ensure that our Investors receive exemplary service. Efficient service is essential for retaining existing relationship. Investors are informed of avenues to raise their complaints within the organization, and their rights if they are not satisfied.
Therefore, The Company has an established mechanism for investor service and grievance handing, and the Compliance Officer is appointed by the Company for this purpose, being the important functional nodes.

1. The Company has a designated the escalation matrix attached as Annexure A, also display in our website for handing investor grievances on which investor can make a complaint.
2. An investor can make a written complaint through letter.
3. The Company maintains investor grievance register in which full details of complaint shall enter.
4. Designated person shall login the designated investor grievances email id on daily basis to look after the investor compliant.
5. The full details of the complaint are thereafter informed to the compliance officer of the Company.
6. Investor relations is responsible for ensuring that the complaint is resolved to the investor's satisfaction and must attempt to offer the investor alternate solutions.
7. Secretarial Department properly investigates about each complains and obtains all information.
8. Complaint is investigated within the stipulated time lines received at the different levels of escalation.
9. A serious complaint (where the written response does not settle the issue) must be referred to the Director of the Company.
10. The Staff / Compliance officer of the Company shall review the investor complaint register on daily basis to find out whether complaint has been resolved within tine or not.
11. The CEO/MD, Board of Directors of the Company shall review the investor complaint register on weekly basis to find out whether complaint has been resolved within tine or not.