

PEE AAR SECURITIES LIMITED

Ag-05, Shalimar Bagh

Delhi-110088

POLICY FOR REDRESS MECHANISM OF INVESTOR GRIEVANCE

We PEE AAR SECURITIES LIMITED at DELHI endeavor to address all complaints regarding services deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. We realize that quick and effective handling and resolution of client's/Investor's grievances is essential to provide excellent client services.

To achieve this, our company has clearly documented policy for redressal of investor grievances. Through this policy. Our company shall ensure that a suitable mechanism exists for receiving and addressing complaints from our clients/investors with specific emphasis on resolving such grievances fairly and expeditiously.

This Policy Seeks to ensure that:

Grievance, if any that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.

The Compliance officer shall give monthly reports of the client's grievance to the director of the company with complete details as Name and Account number of the client, Nature of Complaint, date of receipt of the complaint and Status of resolving the same. For grievances remaining unresolved for a period of more than 15 days from the date of receipt, that compliance officer shall provide a justification to the Director.

The Compliance officer shall maintain proper records of all grievances received and resolved.

All personal/employees at the customer facing channels and other support department will be periodically trained in handling of client's complaints.

The grievance Redress Mechanism with updated contact details and email ID shall be provided to the Clients and uploaded on the company website.

Grievance Redress and Dispute Handling Mechanism

For timely and proper redressal of clients/investor's grievances and complaints, we have the following Grievance redress and dispute handling Mechanism in place.

PEE AAR has appointed Mr. M P VERMA as Compliance Officer as first point of contact for redressal of the client's complaints/grievances.

The client can approach the Compliance officer at below mentioned contacts:- mpv@peeaaarmail.com Member of BSE, NSE & NCDEX MCX)

Ph No. 9810484690,

For disputes or differences arising between the client and PEE AAR which in the event of not being solved/resolved amicably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties or Exchanges Grievances Mechanism .

For, **PEEAAR SECURITIES LIMITED**


Nikhil Gupta
(Director)