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Corp. Office: 4th Floor, 27B, Camac Street, Kolkata 700016  
Tel.: +91 33 4017 5200. CIN No. L67120WB1990PLC048496  
E-mail : investorcell@nakamichi.co.in www.nakamichi.co.in

Regd. Office: Block - A, 1st Floor, "Mercantile Building",  
9/12, Lal Bazar Street, Kolkata 700001  
Tel.: +91 33 2210 4841 / 4842

### Policy for Redress Mechanism of investor Grievance

We at **Nakamichi Securities Limited** endeavor to address all complaints regarding service 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 grievance is essential to provide excellent client service.

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

This Policy Seeks to ensures 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 report of the client's grievance to the Directors 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, the Compliance officer shall provide a justification to the Directors.
- The Compliance officer shall maintain proper records of all grievances received and resolved'
- All personnel / employees at the customer facing channels and other support departments 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's 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:

For disputes or differences arising between the Client and us 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.

For M/s Nakamichi Securities Limited

*STibrewal*  
Sd/- Sarita Tibrewala  
Whole time Director

