

## **GRIEVANCE RESOLUTION PROCESS**

SSJ Finance & Securities Private Limited (herein after referred to as SSJ) is a SEBI Registered Stock Broker, DP & Research Analyst entity. The client grievance redressal process at SSJ is described herein below:

### **I. PROCESS FOR FILING COMPLAINT**

There are following modes through which the client can file grievance with SSJ.

- A. ONLINE FILING OF GRIEVANCE**
- B. OFFLINE FILING OF GRIEVANCE**

The detailed process for filing complaint with SSJ in aforesaid modes is mentioned herein below:

#### **A. ONLINE FILING OF GRIEVANCE**

1. Email :  
The client can e-mail us on [ig@ssjfinance.com](mailto:ig@ssjfinance.com) for filing their grievances with us.

#### **B. OFFLINE FILING OF GRIEVANCE**

1. Physical:  
The client can file grievance by sending their complaint to our head office situated at:  
1st Floor, Merchant Chamber,  
Opp. Patkar Hall,  
41, New Marine Lines,  
Mumbai – 400020  
and by addressing their letter to our Compliance Department.
2. Customer Service Desk:  
The client can call on 022-43008837 for filing its grievance with us.

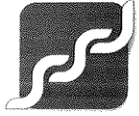
### **II. PROCESS OF GRIEVANCE RESOLUTION**

After receipt of complaint from the client our concern team will verify the complaint filed by the client and the necessary supporting documents provided by the client. The team will verify the complaint from the all our available records and may seek clarification from the client, if any, and/or from the concerned RM/Branch/Authorised Person.

After verification of all the available records, the Team will send reply to the client on its registered email id available in our records to resolve the complaint of the client with 15 days from the date of registration of complaint.

If the same grievance(s) is/are raised through multiple channels, the latest grievance lodged at any of the above channels shall be considered for resolution purpose and grievance/s lodged at other channels shall be treated as duplicate grievance/s.

All grievances are monitored under the supervision of the Compliance Officer which is followed by periodical presentation of monthly grievances and its resolution before the Managing Director.



**SSJ FINANCE & SECURITIES (P) LTD.**

**MEMBER:** BSE LTD.  
NATIONAL STOCK EXCHANGE OF INDIA LTD.  
METROPOLITAN STOCK EXCHANGE OF INDIA LTD.  
CENTRAL DEPOSITORY SERVICES (INDIA) LTD.  
**CIN:** U67120MH1996PTC104822

In the view of SEBI guidelines, all grievances received during the month for all our aforesaid services are displayed on our website on or before 7<sup>th</sup> day of the succeeding month.

If aggrieved by the said resolution, the grievance can be escalated to Securities and Exchange Board of India (SEBI) through SEBI Complaints Redress System (SCORES) and Investor Grievance Mechanism as available with NSE, BSE, MCX and CDSL.

The link for lodging a complaint with SEBI SCORES, Exchanges and Depository are:

SEBI: <https://scores.gov.in/scores/Welcome.html>

NSE: <https://www.nseindia.com/invest/file-a-complaint-online>

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

MCX: <https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint>

CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>

If the client is aggrieved from the aforesaid complaint resolution, the client can file complaint through Online Dispute Resolution portal ([SMARTODR](#)) provided by Market Infrastructure Institutions (MIIs).

Thanking You,

**For SSJ FINANCE & SECURITIES PVT. LTD.**

Sd/-

Authorised Signatory