

**a) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions to be made for sharing Ticket Number once the complaint is lodged.**

**Procedure to lodge grievances/ complaint:**

Kind Attention to all Investor/Client:

- The Investor/Client can make his/her complaint through email or letters to Company.
- The Investor/Client can make a written complaint through letter and send it or hand delivered to Company's Register office address.
- To register any queries/ grievance/ complaint, by digital mode kindly write us at [ig@spreadx.in](mailto:ig@spreadx.in) OR call us on grievance desk Phone no: 079-69072010.
- Working hours for grievance desk: Mon-Fri; 10:00 am to 06:00 pm except Saturday, Sunday and trading holidays.
- While lodging the complaint kindly mention contact details, e- mail id, Trading Code, Client id, pan for ease of reference.
- The Investor/Client are requested to mention their query/ grievance/ complaint in detail for effective resolutions with attaching supportive documents if any.
- The complaint will be entertained by the company within 7 working days and concrete solutions will be provided through mail only.
- A serious complaint will be referred to the Director of the Company.
- In case of non- receipt of any concrete support, Investor/Client are requested to write at [compliance@spreadx.in](mailto:compliance@spreadx.in) referencing their earlier mail. The complaint will be entertained by within 2 working days and concrete solutions will be provided through mail only.

**b) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any (optional).**

- Once the complaint is lodged at [ig@spreadx.in](mailto:ig@spreadx.in), a ticket will be raised, and the same will be sent to the Investor/Client on the respective email from which the complaint is received. You can find out the status of your complaint by calling on 079-69072010.
- In case the complaint is made through telephonic conversation, the ticket will be raised by the helpdesk team and the same will be intimated to the Investor/Client.
- Once the complaint is resolved your ticket will be closed.

If not satisfied with the response of the Company, you may contact the concerned Stock Exchange/ Depository at the following:

Exchange	Web Address	Contact No.	Email- ID
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	(022)22728517	<a href="mailto:is@bseindia.com">is@bseindia.com</a>
		(022)22728286	
		(0731)4008222	
		(0731)4008208	
		(Indore Office)	
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	(022)26598190	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>
		(0731)2547774	<a href="mailto:nseiscind@nse.co.in">nseiscind@nse.co.in</a>
		(Indore Office)	
MCX-SX	<a href="http://www.mcx-sx.com">www.mcx-sx.com</a>	(022)67318933	<a href="mailto:isc.indore@msei.in">isc.indore@msei.in</a>
		(022)67319000	<a href="mailto:investorcomplaints@mcxsx.com">investorcomplaints@mcxsx.com</a>
MCX	<a href="http://www.mcxindia.com">www.mcxindia.com</a>	(022)66494040	<a href="mailto:greviance@mcxindia.com">greviance@mcxindia.com</a>
NCDEX	<a href="http://www.ncdex.com">www.ncdex.com</a>	(022) 66406789 (022) 66406899	<a href="mailto:askus@ncdex.com">askus@ncdex.com</a>

You can also lodge your grievances with SEBI at <http://scores.gov.in>. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.