

**B.D.SHROFF SECURITIES PVT LTD**  
**INVESTOR COMPLAINT REDRESSAL MECHANISM**

**Background**

B D Shroff Securities Private Limited (BDSSPL) is registered with the Securities and Exchange Board of India (SEBI) as:

1. Stock Broker (SEBI Registration Number INZ000228735)

**Name and Details of the person in charge of handling investor grievances**  
**Mr. Cyrus Shroff, Director is overall incharge of handling investor grievances**

1. The company has a designated investor grievances email id [bdssplquery@gmail.com](mailto:bdssplquery@gmail.com) on which the client or investor can make a complaint.
2. A grievance may be received in the form of an email to the designated email address provided or by letter .
3. The Company maintains investor grievance register in which full detail of every written complaint shall entered.
4. Designated person shall login the designated investor grievances email id on daily basis to look after the investor complaint whether new complaint has been lodged or not.
5. The full detail of the written complaint must be passed to the concerned department and inform the compliance officer/director of the company as soon as it is received.
6. There is standing policy of the company to try and resolve the investor complaint within seven days of the receipt of the same. Benefit of doubt should always be given to the investor or client.
7. A serious complaint (where the written response does not settle the issue) must be escalated to the director of the company.
8. The Compliance Officer of the Company shall review the investor complaint register on weekly basis to find out whether complaint has been resolved within time or not. The compliance officer will sign the register once a month

**SCORES** All grievances in SEBI Complaints Redress System (SCORES) shall be looked into personally by the Compliance Officer.

The above revised policy was approved by B D Shroff Securities Private Limited at the Board meeting held on 03<sup>rd</sup> May 2023 The policy will be reviewed as and when required.