

Write up on Grievance Redressal:

Composite Investments Pvt. Ltd., (CIPL) has a robust system of redressing client grievances. The client may communicate grievances if any in the following manner for a speedy redressal:

- **Any communication other than grievance like, enquiries, technical and general support etc., shall be directed to help@compositeinvestments.com.**
- The client may drop mail to investorgrievance@compositeinvestments.com in case the client wishes to raise concerns about any transactions of financial nature and where the client perceives a loss of financial nature due to the action or inaction on the part of CIPL.
- The client shall clearly mention his client code (UCC) and name in the communication.
- The nature of grievance should be elaborated in detail for better understanding and speedy redressal. The communication should have the date of transaction, value, scrip name, quantity, value and nature and value of loss perceived.
- Client shall receive an auto reply acknowledging the receipt of communication.
- The preliminary investigation shall be conducted on the issues raised by the client and further data or clarifications shall be sought from the client within 7 days from the date of receipt of the complaint by the Compliance Officer. The decision on reimbursement of losses incurred by the client shall be taken by Compliance Officer and Managing Director.
- The complaint shall be resolved by giving necessary clarifications on the issues raised by the client and reimbursing losses if any assessed by CIPL. Such communication shall be sent to the client within 30 days from the receipt of complaint from the client.
- In case client is not satisfied with the response or the amount indemnified by CIPL, the client may raise the complaint directly on SCORES portal provided by SEBI. The URL for the same is <https://scores.sebi.gov.in>. The complaint shall be handled and monitored by SEBI directly until the resolution of the complaint.

Filing complaints on SCORES - Easy & Quick: <https://www.scores.sebi.gov.in>

Important Links:

BSE - <https://www.bseindia.com/>

NSE - <https://www.nseindia.com/>

MCX - <https://www.mcxindia.com/>

SEBI - <https://www.sebi.gov.in/>

- Register on the SCORES portal
- Mandatory details for filing complaints on SCORES i.e., Name, PAN, Address, Mobile Number, E-mail ID
- Benefits: i. Effective Communication ii. Speedy redressal of grievances.