

Customer Support & Grievance Redressal Policy

1. Introduction At [Brokerage Firm Name], we are committed to providing efficient customer support and ensuring timely resolution of investor grievances. This policy outlines the structured escalation matrix as per SEBI and Exchange guidelines to resolve customer complaints effectively.

2. Escalation Matrix for Complaint Resolution

Level 1: Customer Support (Frontline Resolution)

- Clients should first contact our **Customer Support Team** via:
 - **Email:** investorgrievances@todisecurities.com
 - **Phone:** +91 62894 41854
 - **Live Chat:** +91 62894 41854
 - **Office Visit:** 1, R. N. Mukherjee Road, Martin Burn House, Room no. 12, Kolkata
- **Turnaround Time (TAT):** 24-48 working hours

Level 2: Compliance Officer (Internal Escalation)

- If the issue remains unresolved, the client can escalate the matter to our **Compliance Officer**:
 - **Compliance Officer Name:** Nikhil Todi
 - **Email:** nikhil.todi@todisecurities.com
 - **Phone:** +91 9836400056
 - **Address:** 1, R. N. Mukherjee Road, Martin Burn House, Room no. 12, Kolkata
- **TAT:** 3-5 working days

Level 3: Investor Grievance Cell of Stock Exchange

- If the response from the Compliance Officer is unsatisfactory, clients may escalate the issue to the **Investor Grievance Cell (IGC) of the respective stock exchange**:
 - **NSE:** ignse@nse.co.in; 022 26598191
 - **BSE:** is@bseindia.com;
<https://bsecreg.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
- **TAT:** 7-15 working days

Level 4: SEBI SCORES (Regulatory Escalation)

- If the complaint is not resolved at the exchange level, clients can escalate it to **SEBI SCORES (SEBI Complaints Redress System)**:
 - **Website:** <https://scores.sebi.gov.in/>
 - **Process:** Clients need to register on SCORES, submit their complaint, and track its status.
- **TAT:** SEBI ensures that brokers respond within **30 days**.

Level 5: Arbitration (Legal Escalation)

- If the complaint remains unresolved, clients can opt for **Arbitration Proceedings** through the stock exchange.
- Arbitration is conducted as per the rules of the respective exchange.

3. General Guidelines for Filing a Complaint



TODI SECURITIES PRIVATE LIMITED

www.todisecurities.com backoffice@todisecurities.com +91 62894 41854

MEMBER: NSE | BSE

CIN: U67110WB1997PTC085325

SEBI REG.: INZ000214535

✓ Clients must provide complete details, including client ID, trade details, and nature of the grievance. ✓ All complaints should be submitted using official communication channels. ✓ Clients will receive a complaint reference number for tracking purposes. ✓ Complaints will be resolved as per the defined timelines in this policy.

4. Contact Information for Assistance

For any queries, assistance, or complaints, please contact:

- **Broker Name:** Todi Securities Private Limited
- **SEBI Registration Number:** INZ000214535
- **Customer Support Helpline:** +91 62894 41854
- **Email:** backoffice@todisecurities.com
- **Website:** www.todisecurities.com

Issued in compliance with SEBI regulations for investor protection.