

Grievance Redressal Policy

1. Introduction

In today's dynamic and competitive securities market, ensuring exceptional customer service is paramount for sustaining business growth. Customer and client complaints are an integral aspect of any corporate entity's operations. As a service-oriented organization, our unwavering focus is on customer satisfaction and service excellence.

We firmly believe that offering swift and effective service is pivotal not only for attracting new customers but also for retaining existing ones. Our company is dedicated to enhancing customer service and optimizing the complaint redressal mechanism through innovative initiatives aimed at surpassing customer expectations.

This policy for addressing grievances has been developed with the following considerations:

Fair treatment of customers at all times.

Courteous and timely handling of customer complaints.

Informing customers about avenues for escalating complaints within the organization and their entitlement to alternative remedies if dissatisfied.

Ensuring efficient and equitable resolution of all complaints.

Ensuring that company employees work in good faith and without bias towards customer interests.

2. Grievance Resolution

KIFS TRADE CAPITAL PRIVATE LIMITED has established a Complaints Redressal Cell both in Mumbai and Ahmedabad, led by Mr. Vimal P. Khandwala, Director, and Ms. Dipti Thakkar at the Corporate Office in Mumbai, as well as Ms. Apeksha Modi, Company Secretary and Compliance Officer at the Head Office in Ahmedabad. This Cell has been set up to promptly address complaints from clients and members of the public against the company. Complaints can be directed to:

Mumbai Office:

KIFS TRADE CAPITAL PRIVATE LIMITED
C-901, 9TH FLOOR, LOTUS CORPORATE PARK,
GRAHAM FIRTH COMPOUND, W.E. HIGHWAY
GOREGAON (E), MUMBAI - 400063
Phone: 022-61796400
Email: complaints@khandwalagroup.com

Ahmedabad Office:

Ms. Apeksha Modi – Compliance Officer
KIFS TRADE CAPITAL PRIVATE LIMITED
4th Floor, KIFS Corporate House,
B/s. Hotel Planet Landmark, Near Ashok Vatika,
Iskon Ambli Road, BRTS, Ambli,
Ahmedabad – 380058
Ph: 079-69240000 to 09
Email: complaints@kifs.co.in

Clients, customers, or individuals with grievances against the company's department can lodge their complaints with the Compliance Officer at the above addresses. The complaint should include the complainant's name, address, contact details, and a description of the issue supported by relevant documents, if available. Members of the public can also contact the Compliance Officer through the provided telephone numbers or email addresses.

3. Timely Resolution

Our commitment is to resolve complaints within 15 working days. If a complainant does not receive a response within this timeframe or remains dissatisfied with the response received, they have the option to escalate the matter to Shri Rajesh Khandwala – Director, at the following address:

Shri Rajesh Khandwala – Director
4th Floor, KIFS Corporate House,
B/s. Hotel Planet Landmark, Near Ashok Vatika,
Iskon Ambli Road, BRTS, Ambli,
Ahmedabad – 380058

4. Periodic Review

The Company's Board of Directors will periodically review the Complaint Redressal mechanism at specified intervals to ensure its effectiveness and alignment with our commitment to customer satisfaction.

5. Ongoing Improvement

The Board of Directors will also oversee the Code's implementation and review its effectiveness to ensure continuous enhancement of our complaint redressal process. Our dedication to exceptional customer service remains unwavering, reflecting our commitment to putting customers first.

