

COMPLAINT REDRESSAL MECHANISM:

1. Introduction

In the present scenario of competitive securities market, excellence in customer service is the most important tool for sustained business growth. Customer / Client complaints are part of the business life of any corporate entity. As a service organization, customer service and customer satisfaction are our prime focus.

We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Our Company has come up with a lot of initiatives that are oriented to providing a better customer service and a better complaints redressal mechanism with a view to “Out serve” customers.

The company's policy, on grievance redressal has been formulated taking into account the following:

- Customers are treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time.
- Customers are fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with.
- All complaints are dealt with efficiently and fairly
- The company's employees work in good faith and without prejudice to the interests of the customer.

2. Resolution of Grievances

KIFS TRADE CAPITAL PRIVATE LIMITED has set up a Complaints Redressal Cell at Mumbai as well as at Ahmedabad under Mr. Vimal P. Khandwala, Director / Ms. Dipti Thakkar at the Corporate Office in Mumbai and Ms. Apeksha Modi, Compliance Officer at the Head office at Ahmedabad for prompt redressal of complaints from clients or members of the public against the company at the following address:

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
E-mail : complain@khandwalagroup.com

OR

Ms. Apeksha Modi – Compliance Officer
KIFS TRADE CAPITAL PRIVATE LIMITED
B/81, Pariseema Complex, Nr. Lal Bungalow,
C.G. Road, Ellisbridge, Ahmedabad-380006
Phone : 079-30000320 / 321 Fax : 079-26403717
E-mail : complain@kifs.co.in

Any client / customer / person who have a grievance against the Department of the company may lodge his/her complaint with the Compliance Officer at the above address. The complaint should contain the name, address and contact numbers of the complainant and facts of the case supported by documents, if any, relied upon by the complainant.

Members of the public can also approach the Compliance Officer on Telephone Nos. or at the E-mail to her at the above address.

3. Time Frame:

It should always be our endeavour that the complaint be redressed within a period of 15 working days. In the event of the complainant not getting a reply within a period of 15 working days or his / her not being satisfied with the reply received, he may write to **Shri Rajesh Khandwala – Director** at B/81, Pariseema Complex, Nr. Lal Bungalow, C.G. Road, Ellisbridge, Ahmedabad-380006.

The Compliant Redressal mechanism shall be reviewed periodically by the Board of Directors of the Company at specified intervals.

The Board of Directors of the Company shall review the Code and its implementation from time to time.



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