

a) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions to be made for sharing Ticket Number once the complaint is lodged.

Procedure to lodge grievances/ complaint:

Kind Attention to all Investor/Client:

- The Investor/Client can make his/her complaint through email or letters to Company.
- The Investor/Client can make a written complaint through letter and send it or hand delivered to Company's Head office.
- To register any queries/ grievance/ complaint, kindly write us at helpdesk@swastika.co.in/ 01204400789/08069049876.
- While lodging the complaint kindly mention contact details, e- mail id, user/ client id for ease of reference.
- The Investor/Client are requested to mention their query/ grievance/ complaint in detail for effective resolutions with attaching supportive documents if any.
- The complaint will be entertained by the company within 7 working days and concrete solutions will be provided through mail only.
- A serious complaint will be referred to the Managing Director of the Company.
- In case of non- receipt of any concrete support, Investor/Client are requested to write at compliance@swastika.co.in referencing their earlier mail. The complaint will be entertained by within 2 working days and concrete solutions will be provided through mail only.

b) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. alongwith Flowchart and video if any (optional).'

- Once the complaint is lodged at helpdesk@swastika.co.in, a ticket will be raised, and the same will be send to the Investor/Client on the respective email from which the complaint is received. You can find out the status of your complaint by calling on 01204400789/08069049876.
- In case the complaint is made through telephonic conversation, the ticket will be raised by the helpdesk team and the same will be intimated to the Investor/Client.
- Once the complaint is resolved your ticket will be closed.

If not satisfied with the response of the Company, you may contact the concerned Stock Exchange/ Depository at the following –

Exchange	Web Address	Contact No.	Email- ID
BSE	www.bseindia.com	(022)22728517 (022)22728286 (0731)4008222 (0731)4008208 (Indore Office)	is@bseindia.com
NSE	www.nseindia.com	(022)26598190 (0731)2547774 (Indore Office)	ignse@nse.co.in nseiscind@nse.co.in
MCX-SX	www.mcx-sx.com	(022)67318933 (022)67319000	isc.indore@msei.in investorcomplaints@mcxsx.com
MCX	www.mcxindia.com	(022)66494040	greviance@mcxindia.com
NCDEX	www.ncdex.com	(022) 66406789 (022) 66406899	askus@ncdex.com

You can also lodge your grievances with SEBI at <http://scores.gov.in>. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.