



DEXIF SECURITY BROKING PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

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1. Objective

This Grievance Redressal Policy is designed to ensure that all the stakeholders of Dexif Security Broking Private Limited (Dexif Security/Company/Organization) have access to a fair, transparent, and effective mechanism for addressing and resolving their complaints. The policy aligns with regulatory guidelines issued by SEBI, stock exchanges, and other applicable authorities.

2. Scope

This policy applies to grievances arising from the services offered by the company, including but not limited to:

- Trading operations
- Execution of trades
- Settlement of transactions
- Charges and fees
- Data privacy concerns

It covers complaints raised by clients, sub-brokers, and authorized persons interacting with the Company.

3. Guiding Principles

Dexif Security is committed to the following principles in its grievance redressal process:

1. **Accessibility:** Easy and multiple channels for clients to submit complaints.
2. **Transparency:** Clear communication of the complaint-handling process and timelines.
3. **Efficiency:** Prompt acknowledgment and resolution of complaints.
4. **Fairness:** Impartial and equitable resolution of grievances.
5. **Accountability:** Regular monitoring and reporting to ensure compliance.

4. Grievance Redressal Mechanism

4.1 Complaint Handling Process

1. **Registration:** All complaints are logged in a centralized system for monitoring and resolution.
2. **Preliminary Assessment:** The Grievance Officer or designated team reviews the complaint to understand the nature and urgency.
3. **Investigation:** The team investigates the complaint, coordinating with relevant departments and reviewing applicable records.



4. Resolution:

- The resolution is communicated to the complainant not later than **21 working days**. For complex issues requiring additional time, the complainant will be informed of the delay and the expected resolution timeline.

4.2 Escalation Matrix

Level	Designated Person	Mail ID	TAT
1	Grievance Redressal Officer	grievance@dexifbroking.com	T+2 working days
2	Head – Compliance	dheeraj.sharma@dexif.in	T+5 working days
3	Director	compliance@dexifbroking.com	T+7 working days

4.3 Channels for Filing Complaints

Clients may also submit their grievances through the following channels:

1. **Telephone Helpline:** Reach our support team at +91 7303330787.
2. **Physical Submission:** Written complaints can be submitted at our office located at 19A 104 WEWORK Berger Tower, Sector 16B Noida, Noida Sector 16, Gautam Buddha Nagar, Noida, Uttar Pradesh, India, 201301.
3. **Stock Exchange Platform:** Clients may escalate complaints through the designated grievance portal of the stock exchanges (e.g., NSE or BSE).

5. Record Maintenance

All grievances, along with actions taken, are documented and maintained for a minimum of **5 years** in accordance with SEBI and stock exchange guidelines. These records are periodically reviewed to identify trends and improve service quality.

6. Policy Review and Updates

This policy is subject to periodic review to ensure it remains relevant and effective. The review process will be carried out at least annually or as required based on:

1. **Regulatory Changes:** Updates in SEBI regulations, stock exchange requirements, or amendments to applicable laws.
2. **Organizational Improvements:** Changes in internal processes, introduction of new services, or restructuring within the Firm.



3. **Client Feedback and Market Trends:** Analysis of client complaints and market practices to refine grievance redressal mechanisms.

All updates to the policy will be approved by the senior management and communicated to clients through official channels, including the Firm's website.