



DEXIF SECURITY BROKING PRIVATE LIMITED

Corporate Office Address: 19A-104, Wework Berger Tower, Sector-16B, Noida-201301

CIN: U66120DL2024PTC425140 Phone: compliance@dexifbroking.com

Website: <https://www.dexifbroking.com>

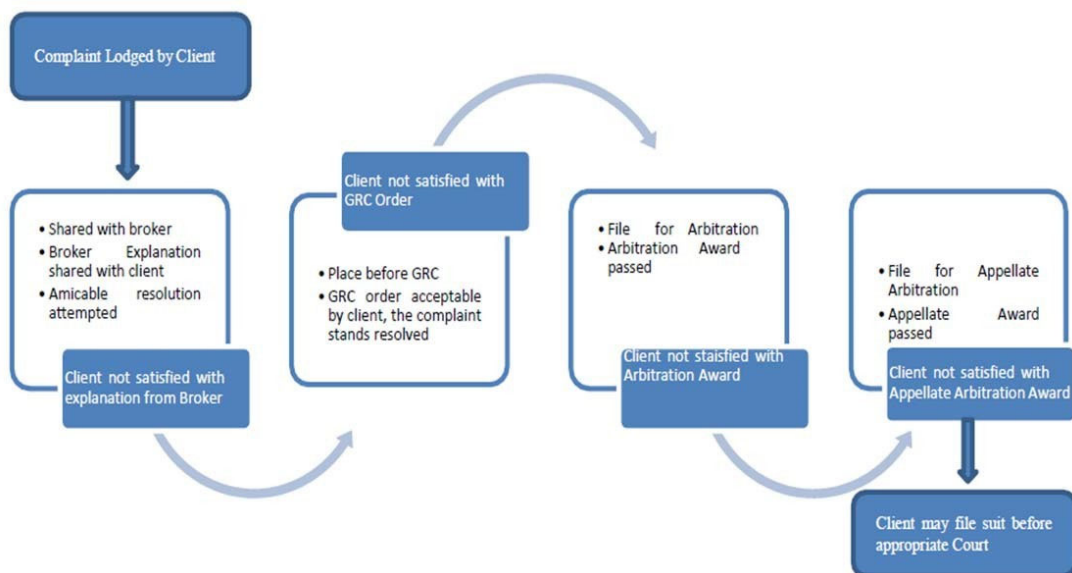
Phone.: 7303330787

Grievance Redressal Mechanism

Level 1 – Approach the Stock Broker at the designated Investor Grievance e-mail ID of the stock broker. The Stock Broker will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance.

Level 2 – Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.

Complaints Resolution Process at Stock Exchange explained graphically:



○ 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.

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

Registered office: B-68, First Floor, Gulmohar Park, New Delhi – 110049

SEBI Stock Broker Registration No. INZ000320338

BSE Trading & Clearing Member ID: 6901



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Channels for Filing Complaints

Clients may also submit their grievances through the following channels:

1. **Telephone Helpline:** Reach our support team at [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).

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S. No.	Type of Activity	Timelines for activity
1.	Receipt of Complaint	Day of complaint (C Day).
2.	Additional information sought from the investor, if any, and provisionally forwarded to stock broker.	C + 7 Working days.
3.	Registration of the complaint and forwarding to the stock broker.	C+8 Working Days i.e. T day.
4.	Amicable Resolution.	T+15 Working Days.
5.	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution.	T+16 Working Days.
6.	Complete resolution process post GRC.	T + 30 Working Days.
7.	In case where the GRC Member requires additional information, GRC order shall be completed within.	T + 45 Working Days.
8.	Implementation of GRC Order.	On receipt of GRC Order, if the order is in favour of the investor, debit the funds of the stock broker. Order for debit is issued immediately or as per the directions given in GRC order.
9.	In case the stock broker is aggrieved by the GRC order, will provide intention to avail arbitration	Within 7 days from receipt of order
10.	If intention from stock broker is received and the GRC order amount is upto Rs.20 lakhs	Investor is eligible for interim relief from Investor Protection Fund (IPF). The interim relief will be 50% of the GRC order amount or Rs.2 lakhs whichever is less. The same shall be provided after obtaining an Undertaking from the investor.
11.	Stock Broker shall file for arbitration	Within 6 months from the date of GRC recommendation
12.	In case the stock broker does not file for arbitration within 6 months	The GRC order amount shall be released to the investor after adjusting the amount released as interim relief, if any.

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Handling of Investor's claims / complaints in case of default of a Trading Member / Clearing Member (TM/CM)

Default of TM/CM

Following steps are carried out by Stock Exchange for benefit of investor, in case stock Broker defaults:

- Circular is issued to inform about declaration of Stock Broker as Defaulter.
- Information of defaulter stock broker is disseminated on Stock Exchange website.
- Public Notice is issued informing declaration of a stock broker as defaulter and inviting claims within specified period.
- Intimation to clients of defaulter stock brokers via emails and SMS for facilitating lodging of claims within the specified period.

Following information is available on Stock Exchange website for information of investors:

- Norms for eligibility of claims for compensation from IPF.
- Claim form for lodging claim against defaulter stock broker.
- FAQ on processing of investors' claims against Defaulter stock broker.
- Provision to check online status of client's claim.

Level 3 – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.sebi.gov.in/scores-home/>