

Dimensional Securities Private Limited

Grievance Resolution Process (Stock Broker)

Dimensional Securities Private Limited (herein after referred as “**DSPL**”) is a SEBI Registered entity for Stock Broking services. The grievance redressal process of DSPL is described herein below:

I. PROCESS FOR FILING COMPLAINT

There are only **offline filing modes** available with DSPL, through which the client can file complaint(s).

The detailed process for filing complaint with DSPL in offline mode is mentioned herein below:

1. Physical:
The client can file Grievances sending their complaint to our head office situated at **401, City Ice Building, 298, Perin Nariman Street, Fort Mumbai 400 001 OR** can email at complaints@dimensional.co.in
2. Customer Service Desk:
The client can call on 022-66545200 for filing his grievance with us.

II. PROCESS OF GRIEVANCE RESOLUTION

After receipt of complaint from the client, we assign unique Ticket No. to the complaint. Our help desk team will verify the complaint filed by the client and the necessary supporting documents provided by the client. The team will verify the complaint from the all our available records and may seek clarification from the client.

After verification of all the available records, the Team will send reply to the client on his registered email id available in our records to resolve the complaint of the client within 30 days from the date registration of complaint.

In the view of SEBI guidelines, all grievances received during the month for all our aforesaid services are displayed on our website on or before 7th day of the succeeding month.

If aggrieved by the said resolution, the grievance can be escalated to Securities and Exchange Board of India (SEBI) through SEBI Complaints Redress System (SCORES) and Investor Grievance Mechanism as available with NSE, BSE, MCX and CDSL.

The link for lodging the complaint with SEBI SCORES, exchanges and depository are:

SEBI: <https://scores.gov.in/scores/Welcome.html>

NSE: <https://www.nseindia.com/invest/file-a-complaint-online>

BSE: <https://bsecrs.bseindia.com/ecomplaint/frnInvestorHome.aspx>

MCX: <https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint>

CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>

If the client is aggrieved from the aforesaid complaint resolution, the client can file complaint through Online Dispute Resolution portal <https://smartodr.in/login> (**SMARTODR**) provided by Market Infrastructure Institutions (MII).