

VT CAPITAL MARKET PRIVATE LIMITED

Registered Office: 27AB Royd Street, Ground Floor, Kolkata-700016
Member-NSE-14759, BSE-4020 & MCX-35970 SEBI Reg no: INZ000168637

Policy For Redressal Mechanism of Investor Grievances

We at VT Capital Market Pvt Ltd. endeavor to address all complaints regarding services deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. We realize that quick and effective handling and resolution of client's/Investor's grievance is essential to provide excellent client service.

To achieve this, our company has clearly documented policy for redressal of investor grievances. Through this policy, our company shall ensure that a suitable mechanism exists for receiving and addressing complaints from our clients/investors with specific emphasis on resolving such grievances fairly and expeditiously.

This Policy seeks to ensure that:

- Grievance, if any that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.
- The Compliance Officer shall give monthly report of the client's grievance to the Directors of the company with complete details as Name and Account number of the client, Nature of Complaint, Date of receipt of the Complaint and Status of resolving the same. For grievances remaining unresolved for a period of more than 15days from the date of receipt, the Compliance Officer shall provide a justification to the Directors.
- The Compliance Officer shall maintain proper records of all grievances received and resolved.
- All personnel/employees at the customer facing channels and other support departments will be periodically trained in handling of client's complaints.
- The Grievance Redress Mechanism with updated contact details and email ID shall be provided to the Clients and uploaded on the company's website.

Grievance Redress and Dispute Handling Mechanism

For timely and proper redressal of client's/ investor's grievances and complaints, we have the following Grievance Redress and Dispute handling Mechanism in place:

VT Capital Market Pvt Ltd. has appointed Mr. Rohit Agarwal as Compliance Officer as a first point of contact for redressal of the client's complaints/grievances. The client can approach the Compliance Officer at below mentioned contacts:

Address: 27AB Royd Street Kolkata-700016.

Tel. No: 033-40017926

Mobile No: 9831003552

Investor Grievances Redressal Email: ig@vtcapital.in

Compliance Officer Email Id: compliance@vtcapital.in

For disputes or differences arising between the Client and **VT CAPITAL MARKET PVT LTD.** which in the event of not being solved/resolved amicably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties.

