

MICROCURVES TRADING PRIVATE LIMITED

UNIT NO 208 AND 209, 2ND FLOOR, XCHANGE PLAZA, DALAL STREET COMMERCIAL CO-OPERATIVE SOCIETY LTD, BLOCK NO 53, ROAD 5E, GIFT CITY, GANDHINAGAR – 382355, GUJARAT
PH. +91-07966120300 EMAIL ID: TEAM@MICROCURVETRADING.COM
CIN- U93000GJ2014PTC124048

WRITE UP ON THE PROCEDURE FOR FILING A COMPLAINT

Step- 1: Registration of complaint:

E-Mail: Client can lodge a complaint or escalate their grievance to a dedicated email id at grievances@microcurvetrading.com.

Physical Letter: Client can also lodge a complaint by physically submitting the complaint letter at our office at Unit No 208 and 209, 2nd floor, Xchange Plaza, Dalal Street Commercial Co-Operative Society Ltd., Block No 53, Road 5E, GIFT CITY, Gandhinagar – 382355, Gujarat.

Step- 2: A ticket/case number will be generated after the receipt of complaint and the same will be communicated to the client via email or physical letter.

Tracking of the status of complaint: Client can track the status of the complaint by sending an email or writing a letter quoting his ticket/case number. The Grievance Redressal team will respond to the client within 3 working days of receipt of the email/letter.

Step- 3: Grievance Redressal team headed by the compliance officer will look after the complaint of the client and call for some additional details from client if required.

Step- 4: Grievance Redressal team will fix a meeting/call with the client for redressing the complaint amicably.

Step- 5: Grievance Redressal team will respond to the client and take appropriate action for redressal of grievance within 30 calendar days from the date of receipt of the complaint.

A complaint shall be considered as disposed of and closed when:

- Request of the client has been fully acceded or,
- Where the client has indicated in writing, acceptance of our response or,
- Where the client has not responded to us within 30 calendar days of receipt of our response.

Step- 6: In case the resolution does not meet the expectations of client or if the client has not received any reply from us, he/she may approach the Grievance Cell of:

National Stock Exchange of India Limited Online: https://www.nseindia.com/complaints/file-a-complaint-online Contact no.: 1800 266 0050 (Toll free) Email: ignse@nse.co.in	Central Depository Services (India) Limited Online: https://www.cdslindia.com/Footer/grievances.aspx Contact no.: 1800-22-5533 (Toll free) Email: complaints@cdslindia.com
BSE Limited Online: https://www.bseindia.com/static/investors/cac_tm.aspx Contact no.: 022-2272 8569/ 022-2272 8517 Email: ISC.Mumbai@bseindia.com	Multi Commodity Exchange of India Limited Online: www.mcxindia.com/Investor-Services Contact no.: 022-6731 8888 Email: grievance@mcxindia.com
SEBI Complaints Redress System (SCORES) Online: https://scores.gov.in/scores/Welcome.html Contact no.: 1800 266 7575 / 1800 22 7575 (Toll free)	