

## **DEALMONEY COMMODITIES PRIVATE LIMITED**

### **INVESTOR GRIEVANCE REDRESSAL PROCESS:**

The Investor Grievance redressal process being followed is as follows:

Whenever Company is in receipt of any grievance from client same will be forwarded to concerned department who will solve the matter and reply will be sent to the client.

After 7 days if the complaint is not resolved by the concerned department same will promptly notify to the Compliance Officer, giving sufficient details along with supporting documents.

The grievances received by the Compliance officer will be immediately analyzed and redressed.

Details of complaints received and replies sent are recorded and kept in our system for follow up and verification by officials. If the matter cannot be handled, the client will be informed of the same with reasons for the non-resolution and giving him suggestions, if any, to approach alternative mechanism for redressal. In case not satisfied with response, investors can send in their complaints to the respective Exchange / SEBI/ODR as per below given links.

NSE: <https://www.nseindia.com/>

BSE: <https://www.bseindia.com/>

MCX: <https://www.mcxindia.com/integrated-portal>

NCDEX: <https://www.ncdex.com/>

CDSL: <https://www.cdslindia.com/>

SEBI: <https://www.sebi.gov.in/>

ORD: <https://smartodr.in/login>

=====End=====