

Redressal Mechanism for Investors Grievance

We have a dedicated e-mail id under the name “grievance @zenmoney.com” for receiving any complaints from the Clients in respect of their respective transactions in stock market. We are also mentioning the details of Compliance Officer on the contract notes, SOA, etc for the information of the clients. We are also mentioning the mail id grievance@zenmoney.com in the foot note of SOA for the information of the clients. If any complaint/grievance is received at branch/AP's office/ Sub-broker's office, they escalate the matter to compliance Department (HO) and our concerned Executive at HO attends immediately by looking into the details to find out whether there is any discrepancy/error. The details pertaining to the complaint are placed before the senior officials/compliance officer for necessary rectification/ response to the satisfaction of the client. We have been maintaining a Complaint Register where in the details of complainant, description of complainant and the date and the mode of redressal of the complaint etc are entered. In case any complaint is pending beyond one month, the matter will be placed before the M.D/Director for information and for further action to be taken for redressal. Details of the complaint are entered in the exchange wise “Complaint Register.