

INVESTOR SERVICE AND GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling and the Compliance Officer appointed by the Company for this purpose, being the important functional nodes.

Some of the key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email id grievances@senatortrade.com for handling investor grievances on which investor can make a complaint. This email id is mentioned on every communication being made by the Company and also put on the website of the Company.
2. An Investor can make a written complaint through letter or fax also.
3. Designated person checks the designated investor grievances email id on a daily basis to check whether any new complaint has been lodged or not.
4. The full details of the complaint are thereafter informed to the Compliance Officer of the Company as soon as it is received.
5. A correspondence either by letter or mail is mandatorily made to the investor who has submitted written complaints acknowledging receipt of the complaint.
7. The Company follows the practice of resolving the investor complaint within fifteen days of receipt of the same.
8. The Compliance Officer of the Company reviews the investor complaints on weekly basis to find out whether complaint has been resolved within time or not.