

## **POLICY ON INVESTOR REDRESSAL MECHANISAM**

MSE Financial Services Ltd has designated email id: [igrmsefsl@gmail.com](mailto:igrmsefsl@gmail.com) exclusively for investor complaints/grievances which was prominently displayed in all our correspondence to clients and in our website.

Any written complaint is received from the investors/clients will be immediately addressed and to the maximum extent it will be resolved. If a investor/clients made a written complaint to SEBI/Exchanges where our Company is a member, immediately a reply will be sent to client / IGRC of the Exchanges.

If called for, our official will attend the meeting convened by the Exchanges' IGRC Cell and voice their views. The decision of the committee will be strictly adhered by MSEFSL/ its sub-brokers / authorized persons.

If any investor/client file an Arbitration, MSEFSL will co-operate with the investor / Exchanges for filing a counter reply against the arbitration application. The award pronounced by the Arbitrator will strictly abided by the Company and its sub-brokers / Authorised Persons.