



Centrum Finverse Limited

INVESTOR GRIEVANCES POLICY

**Version: 1.0
(Internal)**

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Document Approved by CFL Board

Version	Approved (by)	Date	Signature/Email/Meeting	Remarks
1.0	CFL Board Meeting			

1. Handling all investor grievances for the CFL's Broking and DP activities is a centralized function, managed by the Compliance department at the corporate office.
2. A designated e-mail ID ig@centrum.co.in has been created and displayed on www.centrumfinverse.com for investor grievances. This email id is monitored by the compliance department on a daily basis.
3. All Investor Grievances (hard copy or soft copy) that are received at the branches and offices of the Authorized persons (hereinafter referred to as "associates") must be forwarded to the Compliance Department at the corporate office within **two working days** of receipt, after incorporating any relevant comments or remarks.
4. The compliance department will verify and scrutinize all Investor Grievances received at ig@centrum.co.in and those forwarded by the branches and/or associates. Necessary steps will be taken to resolve each complaint within 21 calendar days of receipt.
5. If a course of action requires involvement from a specific department at the Head Office, the Head of the Department and the Business Team will be informed. Similarly, if the matter involves a branch or an associate, the Business Team at the corporate office will be updated accordingly. Suppose there is no response from the concerned department, branch, or associate within 3 working days of the complaint being forwarded. In that case, the issue will be escalated to the Head of Compliance for immediate action. If there is no response within 5 working days, the matter will be escalated to the Designated Director.
6. All investor grievances must be resolved within 21 calendar days from the date of receipt. Suppose more than three complaints are received from the same branch monthly (subject to review based on market conditions and trading volumes). In that case, the **Head of Business** must seek an explanation from the Branch Manager and keep the Compliance Department informed.
7. All branches and associates should maintain an investor grievance register, which the company's Compliance Officer will audit and inspect. The compliance department will handle all investor grievances in the following manner.
 - a) After verification and scrutiny, the appropriate steps will be initiated to resolve the complaint as soon as possible.
 - b) As per the Exchange/Depository/SEBI directives, the complaint register must be maintained in hard copy and categorized function-wise, i.e., Broking complaint register, DP complaint register, and RA Complaint register.
 - c) The Compliance Department will ensure that, depending on the type of complaint, all details—from receipt to resolution—are accurately recorded in the respective register.

8. Escalation to Regulatory Bodies:

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If the investor is not satisfied with the resolution provided by the brokerage firm, they may escalate the complaint to the respective stock exchanges:

9. SEBI Complaints Redressal System (SCORES):

Clients can also approach SEBI through SCORES 2.0, a web-based centralized grievance redressal system. Complaints can be lodged online at <https://scores.sebi.gov.in> or using the SEBI SCORES mobile apps available on Android and iOS platforms.

Entities are required to respond to complaints within 21 days. SCORES enables investors to track the status of their complaints online.

10. Online Dispute Resolution

Aggrieved clients can file their grievances through the platform (<https://smartodr.in>). Details of the complainant, like PAN, email, and mobile number, are necessary for creating a login in the ODR Portal. Relevant documents about the complainant need to be uploaded.

Once a complaint is referred for conciliation, the dispute will be allotted to any ODR Institutions empaneled by the MIs on a round-robin basis.

Arbitration:

If conciliation fails, arbitration can be initiated. The arbitrator's decision is binding on both parties. Either party may initiate arbitration proceedings per the respective exchange's rules. Arbitration provides a quasi-judicial settlement mechanism for disputes arising out of trading transactions.

Implementation and review of policy:

This policy shall come into effect from the date the company's Board of Directors approves its implementation. It will be reviewed periodically or as and when changes are introduced by any Regulatory Authority or as and when it is found necessary to change on account of Business needs.