

ZEN SECURITIES LIMITED**Investor's Grievances Redressal Mechanism- Policy**

Zen Securities Ltd has a dedicated e-mail id under the name "grievance @zenmoney.com" for receiving any complaints from its Clients in respect of their respective transactions with Zen Securities Limited. We have a mechanism in place where the Officer of Grievance Redressal Mechanism will attend to any complaint received from the client , through mail or in writing, immediately by looking into the details Officer of Grievance Redressal Mechanism to find out whether there is any discrepancy/error. The Officer of Grievance Redressal Mechanism Officer will acknowledge the receipt of complaint, within 3 days of receipt by giving a unique serial number. The details pertaining to the complaint are analysed for necessary rectification/ response to the satisfaction of the client. The Company maintains a Complaint Register where in the details of complainant,description of complaint and the date of receipt and the mode of redressal and date of redressal of the complaint are entered. In case of complexity in resolving, the same shall be escalated to Chief Redressal Mechanism Officer for information and for further action to be taken for redressal before 30 days from date of receipt of complaint.The Company has appointed Mr Ashok Kunde. as Officer of Grievance Redressal Mechanism and Ms Anasuya Sahu as Chief Grievance Redressal Mechanism Officer. The Policy shall be placed on public domain and shall be sent to PFRDA after approved by the Board of the Company.