

# **ABans Group of Companies**

## **Redressal of Investor Grievance Policy**

**(Revised Edition: Nov'2020)**

*[Board Resolutions Dated: ASPL - 2<sup>nd</sup> Nov'20 / ABSPL - 15<sup>th</sup> Oct'20 / ACIPL - 2<sup>nd</sup> Nov'20]*

**ABans Securities Private Limited (ASPL)**

**ABans Commodities (I) Private Limited (ACIPL)**

**ABans Broking Services Private Limited (ABSPL)**

- As Stock Brokers & Depository Participants we are required to have designated Email ID for redressal of Investor Grievances. At ABans the designated E-mail ID for redressal of Investor Grievance is [invgriev@abans.co.in](mailto:invgriev@abans.co.in).
- All grievances received on the designated E-mail ID have to be attended to by the Compliance Officer within 24hrs of receipt of the grievance. The Compliance Officer will investigate the grievance and seek clarification from the respective Department to which the grievance is related to and make every attempt to resolve the grievance immediately but not later than 7 days of the receipt of the grievance. The Compliance Officer is the sole authority for replying to all grievances received and their resolution.
- All Investor Grievances received by any employee/associate of ABans Group of Companies shall be communicated to the Compliance Officer.
- Compliance Officer here means a person who is designated as the “Compliance Officer” by the company under the SEBI (Stock Brokers and Sub-Brokers) Regulation, 1992.
- The designated E-mail ID for redressal of Investor Grievance has to be communicated to all our clients through the Welcome Kit at the time of account opening itself.
- Further the designated Email ID has to be mentioned in the Contract Notes sent out for daily trade confirmation and Quarterly Statements sent out to clients every quarter after completion of the Quarterly Settlement of Funds and Securities. The designated E-mail ID has also to be displayed on our company’s official website [www.abans.co.in](http://www.abans.co.in)

\*\*\*\*\*