

# ABANS GLOBAL BROKING IFSC PRIVATE LIMITED

## **Complaint Handling & Grievance Redressal**

Last Reviewed & Board  
Approval Date: 28<sup>th</sup> May 2025

*Version 1.2*

### **Introduction to the Policy**

In the present scenario of competitive Capital Markets, excellence in customer service is the most important element for sustained business growth and increase in market share and improvement in brand value.

Customer complaints are part of the business life of any corporate entity as every business has to deal with situations in which things go wrong from a customer's perspective. As a service organization, imparting good customer service and enhancing level of customer satisfaction is our prime concern. Providing prompt and efficient service is essential to attract new customers, as well as to retain existing ones. Increase in market share and building brand value is possible only by providing quality service in the shortest possible time.

**Scope:** This policy applies to all activities carried out by Abans Global Broking (IFSC) Private Limited (AGBPL) as a Trading Member is bounded by the rules of which we are affiliated member(s), including but not limited to:

- Receiving and acknowledging investor complaints and grievances.
- Investigating and resolving complaints and grievances in a fair and impartial manner.
- Maintaining records of all investor complaints and the actions taken to address them.
- Reporting investor grievances to regulatory authorities, as required.

This Abans Global Broking (IFSC) Private Limited (AGBPL) grievance redressal policy aims at ensuing prompt redressal of customer complaints and grievances. The review mechanism for grievance redressal should also help in identifying shortcomings in product features and service delivery.

### **Our policy on grievance redressal follows the under noted principles.**

- Customers must be treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and without undue delay.
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the AGBPL to their complaints.
- All complaints to be dealt with efficiently and fairly as otherwise they can damage our reputation and business.
- Our employees would work in good faith and without prejudice to the interests of the customer.

A complaint is an expression of dissatisfaction made to an organization, related to its products, or services, or the complaints" handling process itself,

where a response or resolution is explicitly or implicitly expected. The reason for customer complaint can be divided into three main categories:

- The behavioural aspects in dealing with customers
- Inadequacy of the working/operations or gaps in standards of services expected and actual services rendered.
- Dispute in transaction executed in client Trading accounts.

In order to make our Grievance Redressal Mechanism more meaningful and effective, a structured system has been built up towards such an end. This system would ensure that the redressal sought is just and fair and is permissible within the given frame-work of rules and regulation.

#### **Communication Channels and Acknowledgment:**

Customers can submit grievances through the following channels:

- Email Id: [agbpl.grievance@abans.co.in](mailto:agbpl.grievance@abans.co.in)
- Helpline: +91-8320037288
- Email Subject Line: **Grievances \_Client ID**

For, those who wish to register their complaints by Physical or Courier mode please reach us on at register office address:

**Unit No. 1109-B, Signature Building, 11th Floor, Block 13-B Zone - I, GIFT SEZ, Gift City, Gandhinagar- 382355, Gujarat, India**

We ensure that all complaints and grievance request is acknowledged in writing within stipulated time, along with a **unique reference number** for tracking purposes.

Investor must lodge Clear and complete grievance with all the relevant proof.

The customer has a right to register his complaint if he is not satisfied with the services provided. There are two main ways to complain - in person, by mail/post or by e-mail/internet.

Complaints received through all these channels must be handled efficiently and swiftly. If customer's complaint is not resolved within the prescribed time frame or if he is not satisfied with the solution provided by us, he can approach Exchanges / IFSCA with his complaint.

**Internal Machinery to handle Customer complaints/ Grievances Complaint Handling and Grievance Redressal Committee**

For redressal of complaint received from customer we took all the proper measures so that customer gets an early and satisfied resolution. Our team comprises of "Complaint Redressal Officer" or "CRO" an employee responsible for handling of complaints received from customers and "Complaint Redressal Appellate Officer" or "CRAO" a senior level person who will be at the level of or one level below of our Key Managerial Personnel. He/she is designated for handling appeals of consumers against the decision taken by the Complaint Redressal Officer.

We ensure that the CRO has sufficient authority to resolve the complaint or has access to other officials with the necessary authority to be able to handle the complaint in a fair and impartial manner. Provided that, where the CRO is or was involved in the conduct of the financial transaction which is the subject matter of the complaint, the complaint will be handled by another officer. in a fair and impartial manner.

**Arrangements for receiving complaints**

If any customer is not satisfied with the services provided by AGBPL / dispute in any transaction. A customer may lodge a complaint, in writing or through electronic means. A Complaint book is available at our office. All complaints will be recorded by AGBPL in a database.

**Resolution of Grievances**

Whenever a complaint is received, sender receives a response back within 3 days acknowledging his/her complaint. In relation to all complaints received through regulators, we record all such complaints in a complaint register. After receiving and recording such complaints CRO find out the facts of the complaint in some cases may ask for some additional information from sender to resolve them on urgent basis but within 30 days of receipt of the complaint. In case the complaint doesn't falls under our purview then we reject the complaint stating reason for the same within 5 working days.

***Reasons for rejections of complaints are as follows***

- Anonymous complaints (except whistleblower complaints)
- Incomplete or un-specific complaints
- Allegations without supporting documents
- Suggestions or seeking guidance/explanation
- Complaints on matters not relating to the financial products or services provided by the Regulated Entity
- Complaints about any unregistered/ un-regulated activity
- References in the nature of seeking information or clarifications about financial products or services

In case customer is unhappy with the service or redressal provided by the "CRO", he can also approach to CRAO for redressal preferably within 21 days from the receipt of the decision from the CRO. CRAO will dispose of the Appeal within a period of 30 days. Where a complainant is not satisfied with the decision of the CRAO and has exhausted the appellate mechanism of the Reg complaint before the Authority through email to [grievance-redressal@ifsc.sov.in](mailto:grievance-redressal@ifsc.sov.in) in preferably within 21 days from the receipt of the decision from the CRAO;

Provided that where the complaint is against a trading member or a bullion trading member, the complainant shall first approach the relevant market infrastructure institution for redress of the complaint within the said timeline.

Exchange	Website	E mail Id	Contact No.
NSE IFSC	<a href="https://www.nseix.com">https://www.nseix.com</a>	<a href="mailto:igr@nseifsc.com">igr@nseifsc.com</a>	+91-79 667436091/10
INDIA INX	<a href="https://www.indiainx.com">https://www.indiainx.com</a>	<a href="mailto:investorassistance@indiainx.com">investorassistance@indiainx.com</a>	+91-79 61993100
IIBX	<a href="https://www.iibx.com">https://www.iibx.com</a>	<a href="mailto:grievance@iibx.co.in">grievance@iibx.co.in</a>	-

Where a complainant is still not satisfied with the decision of the market infrastructure institution, the complainant may file a complaint before the Authority through email to [grievance-redressal@ifsc.gov](mailto:grievance-redressal@ifsc.gov) in preferably within 21 days from the receipt of the decision.

#### **Time frame**

We maintain all records relating to handling of complaints, including the following:

- i. Complaints received and processed;
- ii. All correspondence exchanged between the Regulated Entity and the complainants;
- iii. All information and documents examined and relied upon by the Regulated Entity while processing of the complaints;
- iv. Outcome of the complaints;
- v. Reasons for rejection of complaints, if any;
- vi. Timelines for processing of complaints;

Data of all complaints handled by it. We maintain records in electronic retrieval form for the same period as mandated by the Authority under the relevant and applicable regulations and circulars, handbooks, guidelines thereunder: Provided that in case there is no specific mention of such time period, the record shall be maintained for at least six years from the date of disposal of complaint;

Provided further that in case of any pending litigation or legal proceeding relating to the complaint, the record shall be maintained for the applicable period, after final disposal of the proceeding.

Periodical MIS on complaint is generated and circulated amongst the senior officials of the Company for their knowledge and further instructions, if any. The compliance officer will ensure that handling and disposal of complaints are in accordance with the regulatory requirements specified by IFSCA.

<b>Escalation Matrix for Customer complaints/ grievances</b>		
Detail of	Contact Person	Email Id
Complaint Redressal Officer	Mr. Balveer Singh	<a href="mailto:Balveer.singh@abans.co.in">Balveer.singh@abans.co.in</a>
Complaint Redressal Appellate Officer	Mr. Anubhav Goyal	<a href="mailto:anubhav.goyal@abans.co.in">anubhav.goyal@abans.co.in</a>
Compliance Officer	Mr. Shubham Vashishtha	<a href="mailto:shubham.vashishtha@abans.co.in">shubham.vashishtha@abans.co.in</a>