

Maintenance of a Website by Stock Brokers and Depository Participants

SPS Share Brokers is an SEBI registered Stockbroker (INZ000206136) and Depository Participant (IN-DP-080-2015) and acts as an intermediary for placing buy and sell orders on behalf of the clients, in the Equity Cash Segment, Equity Derivatives and Currency derivatives SLBM and mutual segment. Our ability of providing customer service and addressing a customer's query depends a lot on the information that we have and we address all issues on a best effort basis to provide a delightful experience to our customers.

Level 1

The customer can approach our customer support help desk by sending an email on the exclusive email id:- investors@spssharebrokers.com.

Level 2

If the customer's issue remains unresolved after a period of 30 days from the date of first raising the issue at Level 1 or if the customer is not satisfied with the response provided at Level 1, the Customer may, write to the Compliance Officer at: pratik@sps.group.

The customer can also approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.

Please find the below detailed write up on procedure for filing a complaint on designated E-mail id and Contact Nos, we have also mentioned the procedure for finding out status of the complaint:

- We have designed following E-mail ID's and dedicated Contact Numbers

| Email ID's | Contact Numbers |
|---|-----------------|
| <u>mehul@sps.group</u> | 022-62746242 |
| <u>pankaj@sps.group</u> | 022-62746229 |
| <u>pratik@sps.group</u> | 022-62746232 |
| <u>manish@sps.group</u> | 022-62746233 |

- The above E-mail ID's and Contact Numbers are hosted on our Website and MobileApp.
- Once the client writes an email, we track them on daily basis and an interim hold response is sent to the client.
- Depending on the complexity of the issue, they are referred to one of our subject matter expert who investigates and provides the resolution on best efforts basis.
- In case where clarity is required a call back is made to the client and more clarity is being sought.
- The expected TAT may depend upon the complexity of the issue, the data sources availability and other factor / parameters satisfaction.