

Procedure for filing complaint

Handling of all investor grievances for the Company's Broking and DP activities is centralized function and is being handled by Compliance department at corporate office.

Under the SEBI directive a designated e-mail id has been created namely investors@dbonline.in and the same has been displayed on our website <https://dbonline.in/> This email id would be monitored by compliance department on daily basis.

All Investor Grievances (hard copy or soft copy) that are received at the branches and offices of the authorized persons (herein after referred as "associates") should after incorporating their comments / remarks if any, forwarded within 2 working days of the receipt of the complaint to the Compliance Department at corporate office for further action.

All the Investor Grievances received at the investors@dbonline.in and those complaints forwarded by the branches and or associates would be verified and scrutinize by the compliance department and it would initiate necessary steps to resolve the complaint within 1 -2 working days of the receipt of the complaint.

Any course of action which involves the concerned department at Head office it would be informed to the concerned head of the department and Business team. Likewise, if the course of action which involves branch and or associate, business team at the corporate office would be informed/updated.

If there is no response from concerned department or the branch and or associate within 3 working days of the complaint, the same would be escalated to Head Compliance for immediate action and if there is no response within 5 working days then the same would be reported to the Designated Partner as in the form of an MIS reporting

All investor grievances should be resolved within time period of 10 days of the receipt of the complaint to the department.

All the branches and associates would maintain an investor grievance register and the register would be subject to audit and inspection by the compliance officer of the Company.

All the investor grievances would be handled in the following manner by the compliance department.

All the investor grievances (hard copy or softcopy) would be updated in an excel (soft copy) or/and register (hard copy) on the same day of the receipt of the complaint. This register would be monitored by the compliance officer on daily basis.

After verification and scrutiny, the appropriate steps would be initiated to resolve the complaint at the earliest. Therefore, compliance department will ensure that depending upon the type of the complaint, all the information i.e. from the receipt of the complaint till the status of being resolved would be updated in the register. The compliance officer would ensure that it gives its sign-off only after the complaint is resolved.

If not satisfied from the above investor can directly complaint to SEBI via SCORES by as follows steps:

- Register on SCORES Portal (SEBI) (<https://scores.gov.in>).
- Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, E-mail ID.
- Benefits: – Effective Communication and Speedy redressal of the grievances.

After exhausting all available options for resolution of the grievance, if the client is still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal (<https://smartodr.in/login>). Further dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the above or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law. Steps for access of ODR

Portal:

- Register on SMART ODR Portal (<https://smartodr.in/login>)
- File a New Dispute
- Select Intermediary
- Select Category
- Enter Dispute Details
- Track Resolution Progress