V MATHRAN & CO PRIVATE LIMITED
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CIN: U67120WB1997PTC086082 GSTIN: 19AABCV6314L2Z0 SEBI Regn No: INZ000200831 & IN-DP-850-2026 MEMBER: NSE, BSE, NSDL

Procedure for Filling a Complaint

V Mathran & Co Private Limited is committed to addressing investor grievances in fair transparent and timely manner. The following procedure outlines the process for receiving, acknowledging, reviewing and resolving complaints accordance with applicable regulatory guidelines issued by SEBI, Stock Exchanges, and AFMI.

1. A dedicated email address is published on the Company website for clients to submit complaints, KYC forms and supporting documents. A comprehensive compliant register is maintained to track and monitor the status of every complaint received.

2. Upon receipt of a complaint, all relevant details and supporting documents are recorded in the complaint register. A unique ticket number is generated and communicated to the clients through official channels for tracking and future reference.

3. An Acknowledgement is issued to the clients within the prescribed regulatory timelines, stating the complaint reference number and expected resolution timelines.

4. The concerned team conducts a thorough review of the matter. Necessary clarifications and additional documents are sought from the client as required. Discussions are held internally to understand the issue fully and arrive at an appropriate resolution.

5. All complaints are handled strictly on a need-to know basis. Processing is carried out only by authorized personnel to ensure protection of client information and compliance with applicable regulatory requirements.

6. Complaint are resolved within the timelines by SEBI, Stock Exchanges, AMFI, or other applicable regulatory authorities. Management conduct regular monitoring to ensure timely closure of all the open complaints.

7. Electronic records of all complaints, correspondence, action taken and resolutions are securely maintained with back up support. These are available for audit, compliance review, and regulatory inspection at all times.

By order of the Board of Directors

V Mathran & Co Private Limited