



Step by step procedure for filing a Complaint (Investor Grievance Redressal Mechanism)

Investors (hereinafter referred as “Investor” or “Client” or “Complainant”) may raise complaints or grievances relating to trading, demat account and related services, charges, execution of orders, or any other service provided by Veriquis Partners Private Limited as the Stock Broker and Depository Participant. The complaint handling mechanism follows a multi-level escalation process to ensure timely resolution.

1. Level 1 – Filing Complaint with the Stock Broker

Investors should first approach the **stock broker directly** through the designated grievance channels.

Modes of Lodging Complaint

Investors may lodge their complaint through:

Email:

Complaint may be sent to the designated Investor Grievance Email ID at investor.grievance@veriquis.com of the Veriquis Partners Private Limited and or Investors may also contact the Compliance Officer Ms. Jahanvi Trivedi on compliance.vppl@veriquis.com

Helpline Number:

Investors may also contact the Veriquis Partners Private Limited through the Investor Support Helpline Number +91-22-35713767.

Physical mode:

For prompt resolution and efficient handling of investor complaints, Veriquis has established a dedicated investor grievance redressal department under the supervision of the Compliance Officer. The dedicated department ensures that all grievances are addressed in a timely and effective manner, prioritizing investor satisfaction and compliance with regulatory requirements. Investors can submit their concerns or complaints by reaching out to Veriquis at its office Nirlon House, 8 Ground Floor, Plot No.254B, Annie Besant Road, Worli Colony, Mumbai, Mumbai, Maharashtra, India, 400030

2. Level 2 – Escalation to Stock Exchange/Depository

If the investor is not satisfied with the response of the broker or if the complaint is not resolved within the prescribed timeline, the investor may escalate the complaint to the concerned Stock Exchange where the Veriquis Partners Private Limited is registered.

Examples include:

- National Stock Exchange of India
- BSE Limited

VERIQUIS PARTNERS PRIVATE LIMITED

CIN: U66190MH2024PTC431418

Regd. Address: 132, A Wing, Mittal Tower, Nariman Point, Mumbai – 400021

Email: contact@veriquis.com

Tel:(91)9833854212, (9122)35713767



- National Securities Depository Limited

The exchange will examine the complaint and initiate the Investor Grievance Redressal Mechanism.

3. Level 3 – Filing Complaint with SEBI (SCORES Portal)

If the complaint remains unresolved after approaching the broker and stock exchange, investors may lodge a complaint with Securities and Exchange Board of India through the SCORES 2.0 portal (SEBI Complaints Redress System).

Steps to File Complaint on SCORES

1. Register on the SCORES portal.
2. Provide required details such as PAN, email ID, mobile number, and address.
3. Select the category of complaint and the name of the intermediary (e.g., stock broker).
4. Upload supporting documents.
5. Submit the complaint.

Once filed:

- A complaint registration number is generated.
- Investors can track the status online.
- The concerned entity must submit an Action Taken Report within the timeline prescribed by the Regulator.

The link for **SCORES 2.0 (SEBI Complaints Redress System)** is as under:

<https://scores.sebi.gov.in/>

4. Level 4 – Online Dispute Resolution (ODR)

If the investor is still dissatisfied with the resolution, the matter may be taken to the Online Dispute Resolution (ODR) mechanism provided by market infrastructure institutions.

This platform facilitates:

- Mediation
- Arbitration
- Settlement of disputes between investors and intermediaries.

The link for the ODR is as under: [SMARTODR](#)

5. SEBI Investor Helpline

- Investors may also seek assistance from SEBI through its toll-free helpline:

VERIQUIS PARTNERS PRIVATE LIMITED

CIN: U66190MH2024PTC431418

Regd. Address: 132, A Wing, Mittal Tower, Nariman Point, Mumbai – 400021

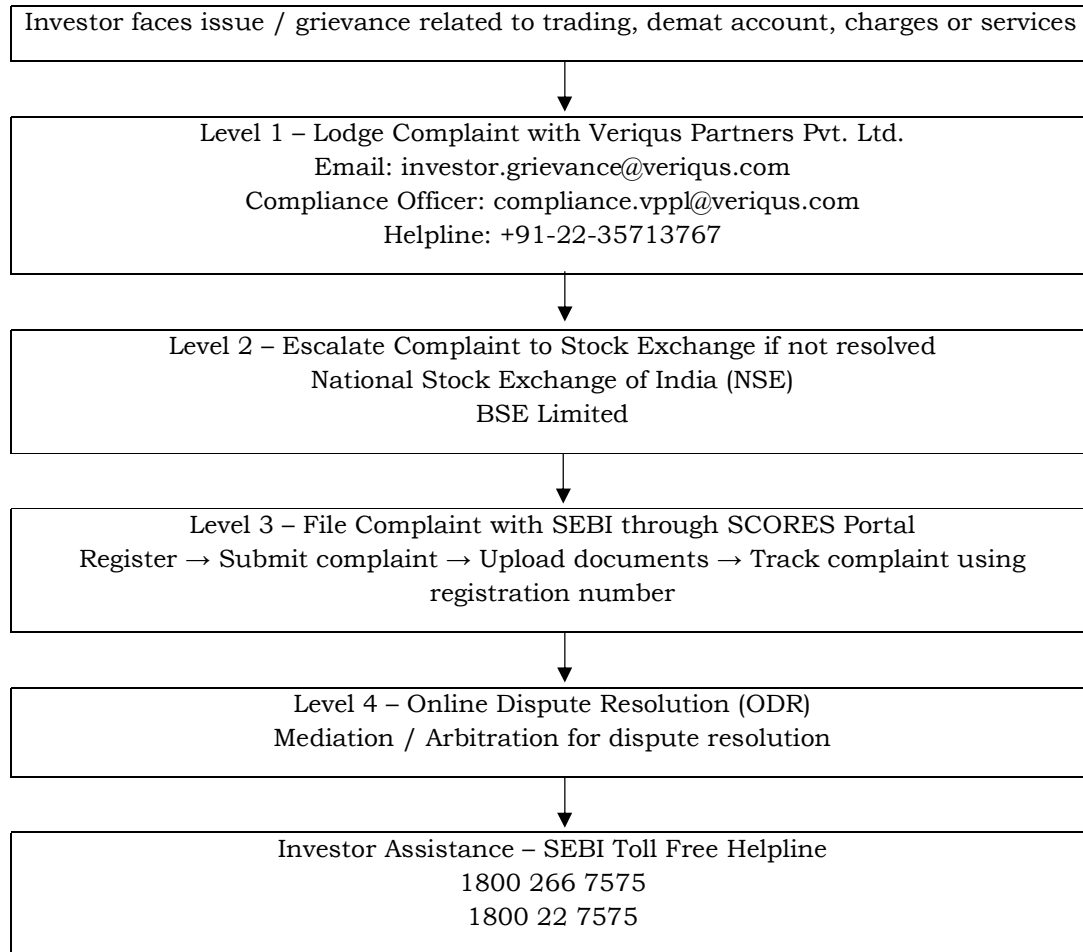
Email: contact@veriquis.com

Tel: (91)9833854212, (9122)35713767



- 📞 **1800 266 7575**
- 📞 **1800 22 7575**
- The helpline provides guidance on securities market issues and complaint filing procedures. ([Securities and Exchange Board of India](#))

Investor Complaint Redressal Flow Chart – Veriquis Partners Private Limited



VERIQUIS PARTNERS PRIVATE LIMITED

CIN: U66190MH2024PTC431418

Regd. Address: 132, A Wing, Mittal Tower, Nariman Point, Mumbai – 400021

Email: contact@veriquis.com

Tel:(91)9833854212, (9122)35713767
