



Process of handling client Compliant

We believe that Investor service is a vital element for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships and therefore Investor satisfaction becomes critical to us.

As we have designated email id **grievance@zanskarsec.com** which the client should avail for conveying grievances. Clients can seek clarification to their query and are entitled to make a complaint in writing, orally or telephonically. An email may be sent to **grievance@zanskarsec.com**. Investor grievance register is maintained and compliant are recorded as soon as they are received. Complaint if received is immediately attended by Compliance Officer and if not resolved within 7 days then the same is escalated to Designated Director. If any parties of the disputes dissatisfy, they may go to exchange for Resolution. Exchange took up the matter and passed the relevant order after considering both parties. After that, if any parties of the dispute dissatisfy with the order of exchange they may opt for arbitration for the concern matter.

We, at Zanskar are there for you. We try to resolve your query in shortest time possible.

The client may lodge their grievance on Score Portal <http://scores.gov.in> and the same link is also mentioned on our website.