

**Introduction**

Fortune Interfinance Limited was founded in the year 1994 is a SEBI registered stock broker of National Stock Exchange of India Ltd. (NSEIL) and BSE Ltd. Our commitment to transparency, mutual trust, and top-notch services has fostered strong and lasting relationships with our clients. Today, we are a highly diversified group, offering a wide range of financial products and services to cater to various needs of our clients. Under the expert guidance of Mr. Rajendra Kumar Agarwal, one of our founding members with over 25 years of experience, we continue to grow, driven by our dedication and integrity in pursuing our long-term goals.

**Policy:**

We at Fortune Interfinance Limited endeavor to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. We realize that quick and effective handling and resolution of client's / Investor's grievance is essential to provide excellent client service.

To achieve this, our company has clearly documented policy for redressal of investor grievances. Through this policy, our company shall ensure that a suitable mechanism exists for receiving and addressing complaints from our client's investors with specific emphasis on resolving such grievances fairly and expeditiously.

This Policy Seeks to ensure that:

- Grievance, if any that may arise shall be resolved in a proper and time bound manner with detailed advice to the client/investor. In case the resolution needs time, an interim response acknowledging the grievance/complaint shall be issued.
- The Compliance Officer shall give monthly report of the client's grievance to the Directors of the company with complete details as Name and Account number of the client, Nature of Complaint, Date of receipt of the complaint and Status of resolving the same. For grievances remaining unresolved for a period of more than 15 days from the date of receipt, the Compliance officer shall provide a justification to the Directors.





- The Compliance officer shall maintain proper records of all grievances received and resolved.
- All personnel / employees at the customer facing channels and other support departments will be periodically trained in handling of client's complaints.
- The Grievance Redress Mechanism with updated contact details and email ID shall be provided to the Clients and uploaded on the company's website.


**Grievance Redress and Dispute Handling Mechanism**

For timely and proper redressal of clients/investor's grievances and complaints, we have the following Grievance Redress and Dispute handling Mechanism in place.

For disputes or differences arising between the Client and us which in the event of not being solved/resolved amicably, shall be settled in accordance with and subject to the provisions of the Member Client Agreement entered into by both the parties.

**Change in the Policy will be adopted as and when required by the company and is binding on all the Staff/Employees/and Directors of the Company.**

**For Fortune Interfinance Limited**





**Designated Director**

**Date: - 20<sup>TH</sup> MARCH, 2023**