

Junomoneta Finsol Private Limited
REDRESSAL MECHANISM FOR INVESTOR GRIEVANCE

Overview

This policy focuses on Investor Grievance and discusses the solutions and objectives of redressal mechanism for investor grievance, and some common implementation issues.

Purpose

Solutions for redressal mechanism for investor grievance to safe the interest of investors and as well as also the organization's goodwill, intrusion detection and problem analysis. The purpose of establishing this policy is to detect and sort out the grievance of investors.

Scope

This policy covers all individuals & Corporate responsible and accountable for the protection from fraud.

This policy also covers goodwill of the organization. This policy establishes issues involved in implementing and evaluating the interest of investor & organization. Responsibility and Impact This policy provides guidelines for procedures and responsibilities for investor grievance.

Impact

This policy will provide the ability to take appropriate action on those employees that perform unauthorized access of client funds & trading.

Infrastructure

Compliance Manager should ensure that proper guidelines must be maintained, reviewed, and archived on all clients that process the execution of trades.

Procedures

JUNOMONETA FINSOL PRIVATE LIMITED has established a Complaints Redressal Cell in the Head Office Gandhinagar, led by Mr. Abhishek Trivedi, Compliance Officer. This Cell has been set up to promptly address complaints from clients and members of the public against the company. Complaints can be directed to:

Gandhinagar Office:

Mr. Abhishek Trivedi – Compliance Officer
JUNOMONETA FINSOL PRIVATE LIMITED
1601 to 1620, 16th Floor, Dalal Street Commercial Co-operative Society Limited,
Block 53E, Zone-5, Road-5E, Gift City,
Gift City Gandhinagar, Gandhinagar-382355
Phone: 079-48948881 (152)
Email: abhishek.trivedi@junomoneta.in

Clients, customers, or individuals with grievances against the company's department can lodge their complaints with the Compliance Officer at the above addresses. The complaint should include the complainant's name, address, contact details, and a description of the issue supported by relevant documents, if available. Members of the public can also contact the Compliance Officer through the provided telephone numbers or email addresses.

Timely Resolution

Our commitment is to resolve complaints within 15 working days. If a complainant does not receive a response within this timeframe or remains dissatisfied with the response received, they have the option to escalate the matter to Mr. Anuj Sodhani – Chief Financial Officer, at the following address:

Mr. Anuj Sodhani – Chief Financial Officer
First Floor, Block Q, Mondeal Business Park-2,
Nr. Gurudwara, S.G. Highway, Bodakdev,
Ahmedabad- 380054

Periodic Review

The Company's Board of Directors will periodically review the Complaint Redressal mechanism at specified intervals to ensure its effectiveness and alignment with our commitment to customer satisfaction.

Ongoing Improvement

The Board of Directors will also oversee the Code's implementation and review its effectiveness to ensure continuous enhancement of our complaint redressal process. Our dedication to exceptional customer service remains unwavering, reflecting our commitment to putting customers first.

For, JUNOMONETA FINSOL PRIVATE LIMITED

SD/-
Abhishek Trivedi
Compliance Officer
PAN: APDPT5666D