Maverick Share Brokers Private Limited
(Member : NSE, BSE, MCX, MSEI • DP : CDSL)
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Standard Operating Procedure (SOP) for Investor Grievances

1. Objective

The purpose of this Standard Operating Procedure (SOP) is to establish a systematic and transparent mechanism for handling investor grievances in a timely and effective manner.

2. Scope

This SOP applies to all investors of Maverick Share Brokers Private Limited who wish to raise concerns or grievances related to services, transactions, or other relevant matters.

3. Modes of Communication for Grievances

Investors may register their grievances through any of the following channels:

1. **Email:** Write to complaint@maverickgroup.in
2. **Phone:** Contact the helpdesk at 9314388043
3. **Website:** https://maverickgroup.in/

4. Grievance Handling Process

Step 1: Lodging a Complaint & Acknowledgment

- Investors should provide a clear description of the grievance along with supporting documents, if any.
- Acknowledgment of the complaint will be sent within **24 hours** of receipt.

Step 3: Resolution Process

- The Helpdesk team will conduct a preliminary review to assess the nature of the grievance.
- The complaint will be forwarded to the concerned department for resolution.
- Standard resolution timelines:
    - **General queries/complaints:** Within **7 working days**
    - **Complex issues requiring investigation:** Within **15 working days**
    - **Regulatory complaints requiring external consultation:** Timelines as per regulatory requirements
- The investor will be kept informed about the status of the complaint at regular intervals.

Step 4: Escalation Process

- If the investor is not satisfied with the response or does not receive a response within the stipulated time, they may escalate the complaint to the Compliance Officer at compliance@maverickgroup.in

5. External Redressal Mechanism

If the grievance remains unresolved or the investor is dissatisfied with the resolution, they may escalate the matter further to regulatory authorities:

- **SEBI SCORES Portal:** https://scores.sebi.gov.in
- **Stock Exchanges:**

  NSE: https://investorhelpline.nseindia.com/NICEPLUS

  BSE: https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx

  MCX: https://www.mcxindia.com/Investor-Services

  NCDEX: https://ncdex.com/investor_complaint

  MSEI: https://mseonlinecomplaint.msei.in/

- **Depository Participant:**

  CDSL: https://www.cdslindia.com/footer/grievances.aspx

- Investors must quote their Service Ticket/Complaint Reference Number when lodging the complaint on SEBI SCORES, the Exchange portal or Depository Participant.

6. Record-Keeping & Monitoring

- All grievances and their resolutions will be documented and monitored for compliance and process improvement.
- Regular review and analysis will be conducted to enhance grievance redressal mechanisms.

7. Review & Amendment

This SOP will be reviewed periodically and amended as necessary to ensure efficiency and compliance with regulatory changes.