

## Grievance Redressal Mechanism

1. In case of any grievances please write to us on designated email - [investor.grievances@gretexbroking.com](mailto:investor.grievances@gretexbroking.com)

**Level 1** – Client will approach Gretex Share Broking Limited at the designated Investor Grievance e-mail ID of Gretex Share Broking Limited. GSBL will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance. **Level 2** – Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.

**Level 3** – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.html>

**Escalation Matrix:** [https://gretexbroking.com/img/Escalation\\_Matrix.pdf](https://gretexbroking.com/img/Escalation_Matrix.pdf)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchanges at

<https://scores.gov.in/scores/Welcome.html>

<https://bsecre.bseindia.com/ecomplaint/frmInvestorHome.aspx>.

<https://investorhelpline.nseindia.com/NICEPLUS/>

<https://www.epass.nsd1.com/frmLoginPageWebsiteComplaints.aspx>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORE/Exchange Portal.