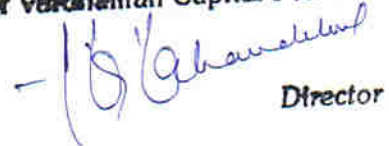




Procedure for filing a complaint

1. We have provided a designated email address on our website for clients to use when submitting their KYC forms and other necessary documents. In order to facilitate tracking, we keep a comprehensive complaint register, in which we record the complete status of each matter. This system enables us to quickly access the current status of any complaint.
2. Whenever a client submits a complaint, we conduct a thorough review of the matter and document it in the register, including all the details mentioned in the complaint letter. Additionally, we have implemented a ticketing system in line with guidance from the exchange. We share a corresponding ticket number with the client through official digital channels, which allows them to conveniently track the progress of their complaint using this unique ticket number.
3. Internally, we meticulously examine the matter, seeking necessary clarifications and providing supporting documents. We engage in discussions with the client to ensure a clear understanding of the situation and collaboratively determine an appropriate solution.
4. To align with rules, regulations, and guidelines, we ensure that the details of the complaint are integrated into all relevant reporting mechanisms. This encompasses updating information on our website and the exchange portals as required.
5. Summaries and Action Taken Reports (ATRs) regarding each matter are presented to the board of directors during meetings for discussion.

For Vardhaman Capital Pvt. Ltd.


Director



Procedure of opening an account

1. Clients can either visit our office or we can visit their location to initiate the account opening process. Alternatively, we also offer an online account opening system through the NSDL Instigo platform.
2. During our meetings with clients, we gather information about their investment experience in the capital market, their investment strategies, background, and current financial position.
3. We provide comprehensive guidance on the above-mentioned processes, as well as the conditions associated with investing in various segments of the capital market including operational procedures.
4. Once we are satisfied, we collect the required documents from clients and conduct necessary checks and verifications in accordance with exchange rules and regulations, including KRA/CKYC.
5. After completing the checks and verifications, we assist clients in completing the KYC form.
6. Once the KYC forms are duly filled, signed, and stamped with the required documents, we proceed to complete the KRA & CKYC process. We then create the client's Unique Client Code (UCC) and Depository Participant (DP) details in our back-office software, and then upload this information to the exchange portal.
7. We send the client master/UCC creation information along with the required documents, as per exchange rules.
8. The next step involves mapping the UCC in the frontend software for online or offline trading, along with necessary surveillance checks.
9. We also provide clients with necessary guidance to provide upfront margin and navigate other pre-trade and post-trade related procedures.

For Vardhaman Capital Pvt. Ltd.


Director