Vardhaman Capital Private Limited
Member: NSE, BSE & NSDL (DP)
SEBI Regd. No.: INZ000204533
CIN: U67120WB1995PTC068108

Procedure for Filing a Complaint

Vardhaman Capital Pvt. Ltd. is committed to addressing investor grievances in a fair, transparent, and timely manner. The following procedure outlines the process for receiving, acknowledging, reviewing, and resolving complaints in accordance with applicable regulatory guidelines issued by SEBI, Stock Exchanges, and AMFI.

1. A dedicated email address is published on the company website for clients to submit complaints, KYC forms, and supporting documents. A comprehensive complaint register is maintained to track and monitor the status of every complaint received.
2. Upon receipt of a complaint, all relevant details and supporting documents are recorded in the complaint register. A unique ticket number is generated and communicated to the client through official channels for tracking and future reference.
3. An acknowledgment is issued to the client within the prescribed regulatory timeline, stating the complaint reference number and the expected resolution timeline.
4. The concerned team conducts a thorough review of the matter. Necessary clarifications and additional documents are sought from the client as required. Discussions are held internally to understand the issue fully and arrive at an appropriate resolution.
5. All complaints are handled strictly on a need-to-know basis. Processing is carried out only by authorized personnel to ensure protection of client information and compliance with applicable regulatory requirements.
6. Complaints are resolved within the timelines prescribed by SEBI, Stock Exchanges, AMFI, or other applicable regulatory authorities. Management conducts regular monitoring to ensure timely closure of all open complaints.
7. Electronic records of all complaints, correspondence, actions taken, and resolutions are securely maintained with backup support. These records are available for audit, compliance review, and regulatory inspection at all times.

For Vardhaman Capital Private Limited

ANUP KUMAR KHANDELWAL

Digitally signed by ANUP KUMAR KHANDELWAL
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