

## Procedure for Filing Complaint

It is essential that grievances of the clients are given due importance and quick action is taken to resolve the same. To provide efficient and enhanced services to the client, Prabhudas Lilladher Private Limited(PLPL) has a mechanism in place to address the grievances of its clients relating to any business or service / trade related issues made directly or through the Exchange(s)/ other authorities including settlement by arbitration.

PLPL has designated exclusive email-ids for enabling clients to lodge their complaints relating to equity, derivatives or other securities/commodities and other licenses. Please find below details of grievances email Ids.

Company	Email Id
Prabhudas Lilladher Private Limited	<a href="mailto:grievance-br@plindia.com">grievance-br@plindia.com</a> <a href="mailto:grievance-dp@plindia.com">grievance-dp@plindia.com</a>

Whenever any emails are received on above mentioned email ids the ticket numbers get generated and sent to client with acknowledgement and from the ticket number we can track the status

These e-mail Ids have been informed to the clients through website, account opening document, Notice Boards displayed at locations of HO, Authorized persons, branches and daily / monthly statements sent to clients such as Ledgers, DP statements, Contract notes, Balance confirmation, quarterly statements etc.

The client can also mail to Customer care Head/Compliance Officer's / CEO's email Ids. The escalation matrix i.e. contacts details where client can raise his concerns is given under escalation matrix.

The Escalation matrix is already available on PLPL corporate website.

### **If the complaint/dispute is unresolved at PLPL , client may lodge complaints**

Filing complaint on SCORES is Easy & quick. Steps to Register on SCORES portal

A. Login to scores portal : <https://www.scores.gov.in>

B. Fill Mandatory details for filing complaints on SCORES  
Name, PAN, Address, Mobile Number, E-mail ID

C. Benefits: i. Effective Communication ii. Speedy redressal of the grievances

