



**:: Investor Complaint Redressal Mechanism Policy ::**

**- Policy for Long Pending Complains from Clients -**

- 1) A register "Client Complain Register" to be maintained for recording all kind of complaints from clients with the details viz Date of Complaint, Client Code, Client Name, Description of Complaint, Date of Action taken, Remarks etc. Verification of the Complaint and solution for the same to be done on an immediate basis by the Compliance Officer. The register will be reviewed periodically as and when required.
  
- 2) If Complaints does not get solved within a month, the Compliance Officer shall forward the same to the Director.

For Karuna Financial Services Pvt. Ltd.

*Amit Joshi*  
Compliance Officer

KARUNA FINANCIAL SERVICES PVT. LTD.

Member : National Stock Exchange / Bombay Stock Exchange

207, Chittaranjan Avenue, 3rd Floor, 'Meridian Plaza', Kolkata - 700 006 p : +91-33-30910810 (13 lines) f : 2268 5562 e : info@karunagroup.in w : www.karunagroup.in

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