

Filing a complaint:

Level 1 – If an investor’s communication was a complaint and they are not satisfied with the Head of Customer Care they may write to the Compliance Officer – Mr. Swarup Dutta and Mr. Koushik Banerjee (DP) at swarup.d@karunagroup.in & koushik.banerjee@karunaemail.in

Level 2 – If an investor is still not satisfied with the resolution that they may have received from Compliance Officer they may write to the Managing Director – Mr. SANDEEP TEKRIWAL at the designated Investor Grievance E-mail Id – ig@karunagroup.in

KFSPL will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance.

Level 3 – Approach the Stock Exchange / Depository participants using the grievance mechanism mentioned at the website of the respective exchange. Complaints Resolution Process at Stock Exchange / Depository participants explained graphically:



