

Coimbatore Capital Limited

Procedure for filing a Complaint

Investors complaints/grievances shall be attended, and reply will be given to the clients immediately. Coimbatore Capital (CCap) shall take necessary steps to ensure all its Head Office, Branches and Authorised Persons shall display a Notice Board which contain the name and address of CCap along with the person in charge of respective office in charge and telephone numbers, email of the Office. All the mails received are duly monitored and redressed by the CCap. The complaints/grievances received in writing, mail, verbally, etc. are centrally monitored and redressed and recorded with all the necessary steps taken for redressal of the same. Every attempt is made to redress the complaints/grievance of the clients within the stipulated time.

The following are the investor grievance escalation matrix.

Investor Grievance - Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	S Jegadeeswaran	COINDIA Building, Ground Floor, 340-342, Avarampalayam Road, K.R Puram, Coimbatore PIN Code:641006	84280 34343	jegadeesh@coimbatorecapital.in
Compliance Officer	N Vijayakumar		93454 04440	complianceofficer@coimbatorecapital.net
CEO	D. Ramesh		93621 38738	dramesh@coimbatorecapital.net

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Clients can also lodge a complaint to designated email id 'igrc@coimbatorecapital.net'. The said mail shall be received by all the Heads of Department and the Compliance Officer. The complaint shall be attended, and reply shall be given by the concerned department heads immediately on receipt of the complaint mail. If client is not satisfied with the response, it will be resolved through IGRC of the Stock Exchanges. All the investor grievances are monitored and redressed by the Compliance Officer, and this essentially takes care of the necessary escalation in case of any long pending and serious complaint, otherwise the same are taken care of by the Compliance Officer with the support of the Compliance team.
