

	H] aY` bYg` Zcf` Wcad` U] bh` fYgc` i h] cb` dfc WYgg` Uh` G	
G" Bc	"` HmdY` cZ` 5Wh] j] h	H] aY` bYg` Zcf` UWh] j] h m`
%"	FYWY] dh` cZ` 7cad`	U] bh` f7` 8Umf
&"	5XX] h] cbU` `] bZcf aU] bj Yghcf ž`] Z` Ubmž` UbX` dfcj] g] cbU` ` m ZcfkUf XYX` hc` ghcW` Vfc_Yf "	h] ž` b+` gKd fl _] hb [Zf X lamgh` \ Y
' "	FY[] ghf Uh] cb` cZ` ZcfkUf X] b[` hc` h\ Y`	hž` Y` Kwcf a_d] bU] ` b8Umg b X " Y " ` H` ghcW` Vfc_Yf "
("	5a] WUV` Y` FYgc` i h]	Hž` %)` Kcf _] b[` 8Umg "
) "	FYZYf` hc` ; f] Yj 7caa] hhYY` fl; F7Lž` Ua] WUV` Y` fYgc` i h] cb"	Hž` WY` K F Y X] Y gg 8Umg "
* "	7cad` YhY` fYgc` i h] ; F7"	Hb ž` d fSc` WYcf g`] lcl` g8Umg "
+ "	= b` WUgY` k\ Yf Y` h\ fYe i] fYg` UXX] h] cbU` `] bZcf aUh] cbž` ; F7 cf XYf` g\ U` ` ` VY` Wcad` YhYX` k] h\] b"	Y` ž` F(7)` KYf VYfb [` 8Umg "
,	= ad` YaYbhUh] cb` c	ZCb` Ff7Y WY] XdMf ` ` cZ` ; F7` Cf XYf` ZUj cif` cZ` h\ Y`] bj Yghcf ž` ghcW` Vfc_Yf " ` Cf XYf` Zcf] aaYX] UhY` m` cf` Ug` dYf` h\ ; F7` cf XYf " `
- "	= b` WUgY` h\ Y` ghcW` Vm` h\ Y` ; F7` cf XYf`] bhYbh] cb` hc` Uj U]	K] h` XUf Z f] ca` Uf [f] Yj YX` Vfc_Yf` Uf V] hf Uh] cb`

S. No.	Type of Activity	Timelines for activity
10.	If intention from stock broker is received and the GRC order amount is upto Rs.20 lakhs	Investor is eligible for interim relief from Investor Protection Fund (IPF).The interim relief will be 50% of the GRC order amount or Rs.2 lakhs whichever is less. The same shall be provided after obtaining an Undertaking from the investor.
11.	Stock Broker shall file for arbitration	Within 6 months from the date of GRC recommendation
12.	In case the stock broker does not file for arbitration within 6 months	The GRC order amount shall be released to the investor after adjusting the amount released as interim relief, if any.

Handling of Investor's claims / complaints in case of default of a Trading Member / Clearing Member (TM/CM)

Default of TM/CM

Following steps are carried out by Stock Exchange for benefit of investor, in case stock broker defaults:

- Circular is issued to inform about declaration of Stock Broker as Defaulter.
- Information of defaulter stock broker is disseminated on Stock Exchange website.
- Public Notice is issued informing declaration of a stock broker as defaulter and inviting claims within specified period.
- Intimation to clients of defaulter stock brokers via emails and SMS for facilitating lodging of claims within the specified period.

Following information is available on Stock Exchange website for information of investors:

- Norms for eligibility of claims for compensation from IPF.
- Claim form for lodging claim against defaulter stock broker.
- FAQ on processing of investors' claims against Defaulter stock broker.
- Provision to check online status of client's claim.

Level 3 – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.html>

For any investor related queries kindly contact:

Mr. H Balaji - Compliance Officer

Email id: complianceofficercsec@chola.murugappa.com