

## **PFIL SECURITIES LTD**

### **Investor Grievance Handling Mechanism**

We have an adequate system of dealing with the investor grievances. A designated email Id pfil\_complianceoff@yahoo.co.in has been displayed on our website and is also printed on the contract note for the convenience of the investors. All the mails received on this id are been regularly mentioned and replied accordingly to resolve the grievances if any.

In addition to above a complaint and feedback register is being kept in every branch/sub broker offices in which clients can lodge their grievance. Any grievance/ issue is looked into by our senior officers and clients are connected to resolve their issues. All grievances are also recorded in the record/ register maintained at Head Office and it is ensured that no fraudulent/ unauthorized activities takes place in any of our office.

Clients are also periodically updated about their financial accounts, securities balances, and margins etc. to ensure that no communication gap exists.

For PFIL Securities Ltd.

Director.