

INVESTOR GRIEVANCE POLICY

Lakshmishree gives customer service paramount importance. Our personnel treat customers with politeness, courtesy and respect at every interaction. We provide them with easy access to information, services, as well as the means to redress your grievances. Our endeavor is to provide you with first contact resolution to your satisfaction.

However, if you are not satisfied with our response or wish to make a complaint

- You can call our Investor service at **9235395868** during office hours OR
- You can write to us at query@lakshmishree.com

While writing to us we request you to provide the below-mentioned details to help us to resolve your grievance on faster mode:-

Client ID Name

Email Address Mobile number

Phone number (In case we are unable to reach you through mobile number)

- LISPL maintains an investor grievance register in which full details of every complaint is entered.
- Designated person login the designated email id of investor grievance on daily basis to look after the investor complain and whether new complaint has been lodged or not.
- The full details of the written complaint must be passed on to the department concerned and inform the compliance officer of the company as soon as it is received. Acknowledgement mail is sent to the investor that the information is being dealt with.
- We obtain all necessary information available on complaints which is necessary for proper investigation and investigate all necessary information and resolve the problem as soon as possible.
- We generally resolve and reply to queries within 2 days except for the complicated one,
- The case which is not solved is escalated to management for further action and decision.
- The compliance officer of the company reviews the complaint register on weekly basis to find out whether complaint has been resolved or not.

Yours Faithfully

Lakshmishree Investment & Securities Pvt. Ltd