



GRIEVANCE REDRESSAL MECHANISM

- Complaints/Grievances can be lodged by in person, submitting written complaint through letter or email/telephonic on Investor Grievance email id/telephone number and forwarding the same to the Compliance Officer, whose details are mentioned below:

Customer Care

Ms. Premlata Mantri

Address: 203, Jaipur Tower, M.I. Road, Jaipur-302001

Phone: 0141-4051013

Email: branch11@hemsecurities.com

Head of Customer Care

Mr. Sunny Arora

Address: 203, Jaipur Tower, M.I. Road, Jaipur-302001

Phone: 0141-4051014

Email: investorgrievance@hemsecurities.com

And for DP related queries & Complaints, feel free to write us at investorgrv_dpjaipur@hemsecurities.com

Compliance Officer

Ms. Kritika Rander (Stock Broker-HFPL)

Address: 203, Jaipur Tower, M.I. Road, Jaipur-302001

Phone: 0141-4051066

Email: compliance@hemsecurities.com

Mr. Rohit Sharma (HSL)

Address: 203, Jaipur Tower, M.I. Road, Jaipur-302001

Phone: 0141-4051012

Email: compliance@hemsecurities.com

In case of any concern / complain / feedback you can directly send us an e-mail at redressal@hemsecurities.com. Hem Securities Ltd has assigned this e- mail IDs specifically for **Merchant Banking Division** as part of the redressal mechanism. Any complaint/concern/feedback received on the said e-mail IDs will directly resolve your grievance.

Chief Executive Officer (CEO)

Mr. Prateek Jain

Address: 203, Jaipur Tower, M.I. Road, Jaipur-302001

Phone: 0141-4051000

Email: prateek@hemsecurities.com

- If you are not satisfied with the resolution provided by HEM, you have the option to escalate the complaint or grievance through the **SMART ODR platform**, which facilitates **online conciliation or arbitration**. You can access the platform at: <https://smartodr.in/login>

Additionally, you may lodge your complaint or grievance through the following channels:

➤ **Electronic Mode – SEBI SCORES 2.0**

SEBI has introduced **SCORES 2.0**, a web-based centralized grievance redressal system. Complaints can be filed online at:

🔗 <https://scores.sebi.gov.in>

Two-Level Review Mechanism under SCORES 2.0:

1. **First Level Review** – Conducted by the Designated Body (intermediary or market infrastructure institution concerned).
2. **Second Level Review** – Conducted by SEBI if the investor remains unsatisfied after the first level.

Please note our working hours are from Monday to Friday - 9:00 am to 6:00 pm.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI at <https://scores.sebi.gov.in/scores/Welcome.html>

CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

BSE at <https://bsecre.bseindia.com/ecomplaint/frmInvestorHome.aspx>

NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>

MCX at <https://igrs.mcxindia.com/>