

# PRABHAT FINANCIAL SERVICES LIMITED

Member : National Stock Exchange of India Limited, Bombay Stock Exchange Limited  
SEBI REGN. NO. INB 230885231, INF 230885231, INB 010885235, INE 230885231  
D P : Central Depository Services (India) Limited. SEBI REGN NO. IN-DP-CDSL-216-2003




**Corporate Office :** 205, Navjeevan Complex, 29 Station Road, JAIPUR-302006 Phone : +91-141-4162021-22-23-24  
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## Policy for Redressal mechanism for Investor Grievance

- We maintain a register of complaint centrally at Jaipur to record complaints received from our clients.
- We have put up detail of a dedicated email id for redressal of investor grievance at our website besides we communicate the same as part and parcel of ECN and e-statements send to the clients.
- We record all type of complaint in complaint register as and when we receive the same from NSE/BSE or received from client by email/letter/phone.
- We make random calls to local as well as outstation clients to get feedback about our operations and quality of our services.
- We use only one back office centralized at Jaipur for entire accounting and client related database.
- Local cheques are accepted and deposited after due verification of client details and scanned copies of outstation cheques are received compulsorily before giving effect of amount to credit client account.
- We do not accept or make cash payment from / to the clients under in circumstances. We do not accept or give transfer of third party funds and securities.
- Dormant accounts are activated after consent of the management and proper interaction with the clients.
- We do accept POA mandate as per norms laid down by SEBI and NSEIL/BSE.

Place: Jaipur  
Date: December 24, 2010

For Prabhat Financial Services Ltd.  
  
Director