

# MICROCURVES TRADING PRIVATE LIMITED

UNIT NO.208 & 209, 2ND FLOOR, XCHANGE PLAZA, DALAL STREET COMMERCIAL  
CO-OPERATIVE SOCIETY LTD., ROAD-5E, BLOCK-53,  
GIFT CITY, GANDHINAGAR, GUJARAT, 382355  
PH. +91-07966120300 EMAIL ID: [TEAM@MICROCURVETRADING.COM](mailto:TEAM@MICROCURVETRADING.COM)  
CIN- U93000GJ2014PTC124048

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## WRITE UP ON THE PROCEDURE FOR FILING A COMPLAINT

Step- 1: Registration of complaint:

**E-Mail:** Client can lodge a complaint or escalate their grievance to a dedicated email id at [grievances@microcurvetrading.com](mailto:grievances@microcurvetrading.com).

**Physical Letter:** Client can also lodge a complaint by physically submitting the complaint letter at our office at Unit no.1 and 2, 17th Floor, Office No. 4A, GIFT-ONE tower, Road-5C, Zone-5, Gift City, Gandhinagar-382355, Gujarat.

Step- 2: A ticket/case number will be generated after the receipt of complaint and the same will be communicated to the client via email or physical letter.

**Tracking of the status of complaint:** Client can track the status of the complaint by sending an email or writing a letter quoting his ticket/case number. The Grievance Redressal team will respond to the client within 3 working days of receipt of the email/letter.

Step- 3: Grievance Redressal team headed by the compliance officer will look after the complaint of the client and call for some additional details from client if required.

Step- 4: Grievance Redressal team will fix a meeting/call with the client for redressing the complaint amicably.

Step- 5: Grievance Redressal team will respond to the client and take appropriate action for redressal of grievance within 30 calendar days from the date of receipt of the complaint.

A complaint shall be considered as disposed of and closed when:

- Request of the client has been fully acceded or,
- Where the client has indicated in writing, acceptance of our response or,
- Where the client has not responded to us within 30 calendar days of receipt of our response.

Step- 6: In case the resolution does not meet the expectations of client or if the client has not received any reply from us, he/she may approach the Grievance Cell of:

### **National Stock Exchange of India Limited**

Online: <https://www.nseindia.com/complaints/file-a-complaint-online>

Contact no.: 1800 266 0050 (Toll free)

Email: [ignse@nse.co.in](mailto:ignse@nse.co.in)

### **Central Depository Services (India) Limited**

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

Contact no.: 1800-22-5533 (Toll free)

Email: [complaints@cdslindia.com](mailto:complaints@cdslindia.com)

### **SEBI Complaints Redress System (SCORES)**

Online: <https://scores.gov.in/scores/Welcome.html>

Contact no.: 1800 266 7575 / 1800 22 7575 (Toll free)