

N. D. Shares & Securities is an SEBI registered Stockbroker (INZ000282418) and acts as an intermediary for placing buy and sell orders on behalf of the clients, in the capital market. Our ability of providing customer service and addressing a customer's query depends a lot on the information that we have and we address all issues on a best effort basis to provide a delightful experience to our customers.

Level 1

The customer can approach customer care support : Mr Ajit Prabhu via sending an email on the exclusive email id :- kyc@ndshares.com.

Level 2

If the customer's issue remains unresolved after a period of 15 days from the date of first raising the issue at Level 1 or if the customer is not satisfied with the response provided at Level 1, the Customer may, write to the Compliance Officer :Mr Anup Agarwal at: grievance@ndshares.com.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://bsecl.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

For detailed write up on procedure for filing a complaint on designated email id/Toll-free number along with Flowchart and video if any(optional) –

- We have designed following E-mail ID's and dedicated Contact Numbers:

Details of	Contact Person	Office Address	Contact No.	Email Id
Customer care	Ajit Prabhu	B-4, Eden Garden,Panjrappole, Chembur, Mumbai- 400088	+91- 9768556896	kyc@ndshares.com
Head of Customer care			+91- 8369440635	compliance@ndshares.com
Compliance Officer	Anup Agarwal		+91- 9819098026	office@ndshares.com
CEO	Raj Kumar Agarwal			

- The above E-mail ID's and Contact Numbers are hosted on our Website.
- Once the client writes an email, we generate an automated Ticket Number and an interim hold response is sent to the client.
- Depending on the complexity of the issue this Ticket is referred to one of our subject matter expert who investigates and provides the resolution on best efforts basis.
- In case where clarity is required a call back is made to the client and more clarity is being sought.

For detailed write up on procedure for finding status of the complaint basis Ticket Number etc.

- We have also provided abovementioned Email IDs and Contact No. for customers to connect with us.
- When a query over an email is raised immediately the same is acknowledged and ticket no is provided for client to follow up.
- When a query is raised on call, the resolution of the query is provided immediately unless dependent on external factors, Ticket No. is raised and inform to client over email.
- On receipt of the query case is investigated and responded to the client. If it's an understanding issue, client is explained in detailed and guided with reference to various supporting. If the query resolution requires time due to various external factors, interim response is sent to client with timelines.
- Once the issue is resolved, close looping with client is done and case is resolved.