

This has reference to the SEBI circular SEBI Circular no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/30 dated February 15, 2023, circular reference number 34/2023 dated April 13, 2023, issued by NSE, notice number 20230216-4 dated February 16, 2023, issued by BSE, circular number MCX/MEM/112/2023 dated February 17, 2023, issued by MCX, and circular number NCDEX/MEMBERSHIP-010/2023 dated February 20, 2023, issued by NCDEX.

The Stock Exchanges named above have issued the circulars/notice mentioned above to bring more transparency in the dealings between the clients and the Stockbrokers and create investor awareness.

We have a well-defined mechanism in place which is spread over two layers to respond to and address the Grievances of Investors. These layers are known as Customer Relationship Management (CRM) which has the final company word. The CRM department is equipped with technological tools to handle the grievances of the clients in an effective manner. The current strength of the CRM team is 16 staff members. The constitution and functions of both team constituents are as follows.

Customer Relationship Management (CRM): - Our CRM is the company's face before the customers. Any query, need for information or grievance minor or major by Customers is received by CRM. We have dedicated e-mail id crm@ventura1.com for online and offline customers which is displayed by us on websites, contract note, KYC kit. Our CRM has vast, and relevant experience to handle customer care issues. CRM is equipped with start of software, which creates audit trail from the receipt of complaint to till its final disposal. At an initial state, ticket number is allotted to the complaint of the customer and the said ticket number acts as a reference number for the client to track his complaint and or seek further explanation upon it.

CRM provides assistance and guidance to the clients for their queries / grievances and resolving requests and complaints received from clients, branches, and authorized persons. To register, monitor and handle the cases more appropriately and effectively in a timely manner we display e-mail id on our website i.e. complaints@ventura1.com.



MEMBER: BSE LIMITED, NATIONAL STOCK EXCHANGE OF INDIA LIMITED, NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED, MULTI COMMODITY EXCHANGE OF INDIA LIMITED & METROPOLITAN STOCK EXCHANGE OF INDIA LIMITED.

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When the queries which are received by CRM are not resolved at their level those matters are handed over to Mr. D. P. Singh, Compliance Officer of the company. After receiving the grievances, the Compliance Officer asks the compliance department to investigate the matter thoroughly both with reference to the client grievance and employee conduct by collecting all the requisite documents like KYC, copies of contract notes, account ledger, SMS confirmation report, online trading information accessing report from the concerned department and conducts the basic studies and enquiries of the said grievances in the light of the documents and further makes investigation from the concerned branch / authorized person/location from where the trades have been executed. After the enquiry the Compliance Officer directs the CRM team to respond to the complainant. The grievances received from Stock Exchanges are investigated under the direction of the Compliance Officer and replied to by the Senior Manager in the compliance department. After receiving the reply from the constituents and in the light of the facts and circumstances of the case it tries to satisfy the clients or to amicably resolve the grievances after clarifying all the facts in details and after conducting the personal meeting at the branch / AP level.

CRM Team takes utmost care of investors in the light of the facts of each case and puts its best efforts to amicably resolve the grievances and minimize formal procedures. Most of the grievances are closed on the CRM level. However, if the constituents are not still satisfied or matter does not get resolved, it is referred to the appropriate legal forum.

Reviews are done every month with the CEO and necessary actions are taken.

