

## **Tracking the Status of Your Complaint:**

**Acknowledgment:** Upon receipt of your complaint, you will receive an acknowledgment email.

**Waiting Period:** Depending on the complexity of your concern, we will conduct an internal investigation to address it. We appreciate your patience during this process. If a response time is specified, it will be mentioned in the acknowledgment email.

**Follow-Up:** If you haven't received a response within the stipulated time frame or if your issue remains unresolved, please send a follow-up email.

**Escalation:** If you find the resolution process unsatisfactory, we have escalation channels available. You can reach out to higher-level management or appropriate regulatory bodies depending on the nature of the complaint.

At Ajmera Associates Limited, your satisfaction is our priority, and we are committed to addressing your concerns promptly. This guide aims to provide you with a transparent and efficient way to communicate any issues you may encounter. We value your feedback and look forward to ensuring a swift and satisfactory resolution to your concern.

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 NSE- <https://investorhelpline.nseindia.com/NICEPLUS/> And BSE at <https://bsecreg.bseindia.com/ecomplaint/frmInvestorHome.aspx> And MCX at [grievance@mcxindia.com](mailto:grievance@mcxindia.com) And NCDEX at [ig@ncdex.com](mailto:ig@ncdex.com).or CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.