

# **BRD Securities Limited**

## **Grievance Redressal Mechanism**

At BRD Securities limited, we go the extra mile to minimize customer grievances and if it all any open grievances are informed, we ensure that it is met with a favorable solution to the customer.

The customer can register a complaint through one of our service touch points given hereunder and expect a response within defined time period of complaint registration.

In case the customer does not receive a response within the number of days indicated below for each level or if the customer is dissatisfied with the response received from us, the customer may escalate the complaint to the next level as indicated below:

- ❖ **Branch** – Customers can visit our branches to report any issues and escalations that have
- ❖ **Phone** – Customers can call **Mr. Amith Madhavan**, Head of People and Customer Services. Ph: **+91 8943300999**.
- ❖ **Email** - Customers can write to [amithmadhavan@brdgroup.net](mailto:amithmadhavan@brdgroup.net) regarding their issues and make a detailed complaint. These will be acknowledged within 72 hours and resolved within 15 days. If the customers are not satisfied with the resolution received from above channels, or if the customers do not hear from us in 15 days, customers can write to the CEO, **Mr. Vijay Kumar** at [vijay@brdgroup.net](mailto:vijay@brdgroup.net)
- ❖ **Suggestion/Complaint Box**: Suggestion/Complaint boxes are placed at all BRD Securities limited branches. Customer can drop their Suggestions/Complaints in these boxes. These boxes are opened on periodic intervals by the vigilance officer and forwarded to a centralized team for resolution. The suggestions are highly valued and taken into consideration during the periodic meetings held by the top management.
- ❖ **Letters**: Customers can write to us at:

BRD Securities Ltd.  
Bethany complex,  
Thrissur Road, Kunnampulam P O  
Thrissur District  
Kerala – 680 503