

STOCKOLOGY SECURITIES PRIVATE LIMITED

Policy regarding handling of Investor Grievances

(Date: 15-01-2026)

Version 1.0

In case you have any grievances with us, you can reach out to us to register a complaint through the means mentioned below. We will respond to your complaints within 15 days from the time of registration of your complaint.

Contact us

Phone: You can call our dedicated **Client Helpdesk Team** as per the details displayed in Investor Escalation Matrix, between 09 AM to 06 PM from Monday to Friday, 11 AM to 06 PM on Saturday except public holidays.

Email: For any grievances from Stockology Securities Pvt. Ltd., please write to us at grievance@stockologysecurities.com. It will help you by generating a ticket for your concern and fast track redressal of your concern.

Link for Escalation Matrix:

For Stock Broking related activates:

<https://www.stockologysecurities.com>

Visit our registered office: You can visit our registered office in Indore and handover a complaint letter addressed to the grievance redressal officer of Stockology Securities Pvt. Ltd. You are advised to take an acknowledgement of receipt from the person you hand over the complaint letter to. Our registered office is open from 09 AM to 06 PM, Monday to Friday and between 11 AM to 06 PM on Saturdays, except public holidays. You may also drop in your suggestions/and or complaints in the designated suggestion/complaint box.

Write to us: You may send in your complaints to us at the following address:

Stockology Securities Pvt. Ltd.
111, Krishna Business Centre
Pu-4, Vijay Nagar, Indore
Pin Code: 452010

Escalation Matrix

The escalation matrix for your complaints is as mentioned below. Please quote the complaint reference number provided to you in your earlier interactions to help us understand your concerns better.

Primary Level: In case you do not receive a response within 7 days of receipt of the complaint by us, or if you are dissatisfied with the response received, you may escalate the complaint to the next level as indicated below.

Secondary Level:

Head of Client Servicing – Mr. Sumit Chaturvedi on 0731-4258021, Email id:
support@stockologysecurities.com

Compliance Officer – Arti Soni on 9826969206____, Email id:
compliance.officer@stockologysecurities.com

CEO – Mr. Aniket Shukla on 7777879051, email id: Aniket.s@stockologysecurities.com

or you can mail us your grievance at grievance@stockologysecurities.com

Third Level: In case you do not receive a response within 15 days of receipt of the complaint by us, or if you are dissatisfied with the response received hitherto, you may escalate the complaint to:

SEBI SCORES 2.0: <https://scores.sebi.gov.in/>

SEBI ODR: <https://smartodr.in/login>

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES 2.0 portal/ Exchange portal.