

# Grievance Redressal Policy

### Grievance Redressal Policy

At Nomura we are committed to make client relationship a pleasant experience.

If the applicant / client is not satisfied or has any grievances about the products or services provided by the Company, the complaint could be addressed to at the following addresses :-

Call Us	Email Us	Write to Us
+91 22 4037 4037	Compliance-in@nomura.com	<b>Compliance Officer</b> <b>Nomura Capital (India) Private Limited</b> Ceejay House, Level 11, Dr. Annie Besant Road, Worli, Mumbai 400 018  Tel: + 91 22 4037 4037   Fax: + 91 22 40375050

The grievance redressal mechanism would be made available at all offices / branches and the concerned employees are aware about the complaint handling process.

If complaint is received in writing or over phone, complaint number would be given which would be referred to in future. Complaint register would be maintained.

After examining the matter, it will be our endeavour to provide an impartial resolution and to provide the applicant / member with our final or other response, within a period of two (2) weeks and within a maximum period of four (4) weeks from receipt of such complaint / grievance.

In case the complaint requires more time then the same would be informed to the Client. Client would be updated at regular intervals regarding the status of the same.

If the applicant / client is not satisfied with the response that he receives or if he does not hear from the Company within the time-frame mentioned, there is an escalated complaint handling mechanism for Clients and the Client could raise the issue with a Compliance Officer of the Company at the following address.

**Compliance Officer**  
**Nomura Capital (India) Private Limited**  
 Ceejay House, Level 11, Dr. Annie Besant Road, Worli, Mumbai 400 018  
 Tel: + 91 22 4037 4037  
 Fax: + 91 22 40375050  
 Email: compliance-in@nomura.com

The grievance redressal mechanism within the organization will be explained to the Client to resolve any dispute, such a mechanism would ensure that all disputes arising out of decisions of our functionaries are heard and disposed off at least at the next higher level.

A complaint of misconduct against an official of the Company shall be redressed by next level of authority.

The Company shall provide for periodical review of the functioning of the grievance redressal mechanism at various levels of management.

**Version History**

Version	Date	Description
1.0	May 19, 2010	Issuance of Policy
1.1	September 21, 2011	Annual Review of Policy