

Annexure A – Formats of Mandatory Display

i. Basic details of the SB such as registration number, registered address of Head Office and branches if any -

Stock Broker Name	Registration Number	Registered Address	Branch Address	Contact Number	Email id
Munoth Capital Market Limited	INZ000302337	Shanti Nivas- Office, Opp. Shapath 5, Nr. Karnavati Club, SG Road, Ahmedabad – 58	901, Sears Towers, Gulbai Tekra, Ahmedabad	079-26937954	info@munoth.com

Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Jayesh Jadav	Shanti Nivas-Office, Opp Shapath 5, Nr. Karnavati Club, Sg Highway, Ahmedabad - 58	9033003188	demat@munoth.com	Mon-Sat; 10:00 am to 12:30pm and 2:00 pm to 5:00 pm
Head of Customer Care	Rahul Pansari	Shanti Nivas-Office, Opp Shapath 5, Nr. Karnavati Club, Sg Highway, Ahmedabad - 58	9825801097	rahul@munoth.com	Mon-Sat; 10:00 am to 12:30pm and 2:00 pm to 5:00 pm
Compliance Officer	Siddharth Jain	Shanti Nivas-Office, Opp Shapath 5, Nr. Karnavati Club, Sg Highway, Ahmedabad - 58	079-26937954	sjain@munoth.com	Mon-Fri; 11:00 am to 12:30pm and 2:30 pm to 5:00 pm
Chief Executive Officer (CEO)	Siddharth Jain	Shanti Nivas-Office, Opp Shapath 5, Nr. Karnavati Club, Sg Highway, Ahmedabad - 58	9974004651	sjain@munoth.com	Mon-Fri; 11:00 am to 12:30pm and 2:30 pm to 5:00 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

BSE	https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
MCX	https://www.mcxindia.com/Investor-Services
NCDEX	https://ncdex.com/investor_complaint
CDSL	https://www.cdslindia.com/Footer/grievances.aspx
NSDL	https://www.epass.nsdl.com/complaints/websitecomplaints.aspx
SEBI	https://scores.gov.in/scores/Welcoming.html

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

ii. Names and contact details of all Key Managerial Personnel including the Compliance Officer-

Sr. no	Name of Individual	Designation	Mobile Number	Email Id
1	Siddharth Jain	CEO	9974004651	sjain@munoth.com
2	Shantilal Jain	CFO	9974004651	smjain@munoth.com
3	Siddharth Jain	Compliance Officer	9974004651	sjain@munoth.com

iii. Step by step procedures for opening an account, filing a complaint on designated Email ID, and finding out the status of the complaint etc.

A) STEP BY STEP GUIDE FOR ACCOUNT OPENING

• OFFLINE ACCOUNT OPENING STEPS:

Welcome to Munoth Capital Market Limited, your trusted partner for hassle-free Demat and Trading account openings. We understand that starting your trading journey is a significant step. Here's a detailed step-by-step guide for offline account opening with us:

Step 1: Gather Essential Documents Collect vital documents, including your PAN card, proof of address, proof of income (if applicable), bank account details, recent passport-size photographs, and trading preference details.

Step 2: Obtain Account Opening Forms Download the account opening forms from our official website or pick them up directly from our head office.

Step 3: Fill in Account Opening Forms Thoroughly fill out the account opening forms, providing accurate information. Specify your trading preferences for specific market segments.

Step 4: Select Trading Preferences Indicate your trading preferences by selecting the desired market segments (e.g., equities, derivatives, commodities). If you choose not to trade in a particular segment, kindly mark accordingly and sign.

Step 5: Nomination Process Ensure the security of your investments by completing the nomination process. This step safeguards your holdings for the future.

Step 6: Sign the Forms Review the forms, sign where required, and acknowledge your agreement with our terms and conditions.

Step 7: Attach Necessary Documents Attach photocopies of the necessary documents, including proof of identity, address, income, bank account details, PAN card, and photographs.

Step 8: Visit Our Head Office Pay a visit to our head office to submit the completed forms and documents for verification.

Step 9: Undergo Personal Verification Undergo a personal verification process, which may involve a face-to-face meeting or video verification. This step ensures the validity of your identity and information.

Step 10: Application Processing Once successfully verified, we'll process your application for both the Demat and Trading accounts.

Step 11: Receive Your Account Numbers Upon successful processing, you will be issued your unique Trading account number or customer ID. This identifier is crucial for your trading activities.

Step 12: Obtain DP Debit and Pledge Instruction You'll receive the Debit and Pledge Instruction (DPDI) form. This instruction, though voluntary, empowers you to perform on-market sale, pledge, and tender offers using your holdings.

Step 13: Begin Your Trading Journey Congratulations! With your Demat and Trading accounts established, you're now poised to begin your trading journey with **Munoth Capital Market Limited**. Explore an extensive array of trading opportunities in the capital markets.

At **Munoth Capital Market Limited**, your financial prosperity and security are our prime concerns. Our comprehensive guide ensures every aspect of offline Demat and Trading account opening is covered. Your satisfaction remains our priority.

- **ONLINE ACCOUNT OPENING STEPS:**

We do not have online account opening facility.

Detailed write up on procedure for filing a complaint on designated email id/phone number.

(A) How to File Investor Complaints:

Step-by-Step Guide- Write up for filling complaints with us and its escalation.

At **Munoth Capital Market Limited**, your satisfaction and trust in your investment journey are paramount to us. Should you encounter any concerns or issues, we've streamlined the process for filing complaints and seeking resolutions. Follow these steps to file an investor complaint:

Step 1: Contact Our Compliance Officer

If any aspect of your investment raises questions, begin by reaching out to our dedicated compliance officer. You can find their contact details on our website. They're here to provide guidance and support in resolving your concern.

Step 2: Use Our Investor Grievance Email ID

In case, your concern persists after contacting our compliance officer, utilize our dedicated Investor Grievance Email ID: **greivances@munoth.com**. When drafting your email, ensure to include the following:

- A clear and concise description of the issue.
- Relevant transaction dates, amounts, and account information.
- Any supporting documents in support of your claim.

Step 3: Wait for Response

After sending your complaint via email, expect an acknowledgment of receipt within 48 hours. We will conduct a thorough review of your concern and respond with a resolution or action plan **within 7 business days**.

Step 4: Ticket Reference Number: Kindly note that your subject line is your Ticket Reference No.

Step 5: If you are not satisfied with resolution of compliance, you may refer Grievance Escalation Matrix <http://www.munoth.com/pdf/escalation-matrix.pdf>

(B) FINDING OUT STATUS OF THE COMPLAINT

Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc.

Efficient Tracking of Complaint Status via Email Trail

At **Munoth Capital Market Limited**, we understand the importance of efficient complaint resolution. To ensure a streamlined process and easy tracking for our clients, we have implemented an email-based redressal system that utilizes the subject line of your email as the Ticket Reference Number. This allows you to receive responses and track the status of your complaint directly in the email thread.

Here's how it works:

Step 1: Compose Your Initial Email

When submitting a complaint via email, simply use a relevant and concise subject line that accurately describes the issue. This subject line will automatically become your unique Ticket Reference Number. You are required to attach supporting's, if any, as email attachment.

Step 2: Receive Confirmation Email

Upon receiving your initial email, our team will respond with confirmation email within 48 hours to acknowledge your complaint. The subject line of your original email will your Ticket Reference Number, which is essentially your complaint's unique identifier.

Step 3: Use the Email Thread for Communication

For any further communication related to the same complaint, simply reply to the confirmation email. Your response will automatically be linked to the existing email thread, allowing our team to understand the context and respond accordingly.

Step 4: Track Status via Email Thread

As our customer support team works on resolving your complaint, all updates, responses, and actions taken will be communicated within the same email thread. This consolidated approach ensures that you can easily track the entire history and progress of your complaint in one place.

Step 5: Get Informed via Email

Each time our team responds, you will receive an email notification with the updated information. This way, you stay informed about the status of your complaint without needing to check a separate platform.

Step 6: Closure and Final Update

Once the matter is resolved or concluded, you will receive a final email notification outlining the resolution. This email will also be part of the same email thread, allowing you to easily understand how the issue was addressed.

Conclusion

Our email-based redressal system, which uses the subject line as the Ticket Reference Number, ensures that you can efficiently track the status of your complaint directly within your email account. By maintaining a consolidated email thread, you can easily review the entire communication history and understand the journey of your complaint. We believe in transparency and effective communication, and this system is designed to empower you with accurate and real-time updates on your complaint status. If you have any questions or need further assistance, please don't hesitate to reach out to our dedicated customer support team. Your satisfaction is our priority.

iv. Details of Authorized Persons : None