

ISTAA FINSERV PRIVATE LIMITED

(Formerly Known as Yogen Babu Securities Private Limited)

Member: NSE BSE CDSL.

CIN NO U66120MH2000PTC124971

Step-by-step procedures for filing a complaint on a designated email id

1. Guidelines for filing complaints

Istaa Finserv Private Limited, allows you to file a complaint related to Broking and Depository Participant Activities via email i.e., grievances@istaa.com

With reference to the Securities and Exchange Board of India Act, 1992, the stockbroker & Depository Participant shall take adequate steps to redress investors' grievances within 1 month of the date of receipt of the complaint and keep SEBI informed about such complaints.

Accordingly, Complaints registered with Yogen Babu Securities Private Limited are resolved within 30 days.

2. User manual for filing online complaints

- A). Fill details in English Language only
- B). UCC Code & DPCL and Name of the Investor/PAN Number is mandatory
- C). Mention Complaint Name in Subject Line
- D). Place Authorized Person/KMP/Compliance Officer email id in CC
- E). Mention full details of Employee/Department against whom the complaint is being made
- F). Attach proof of evidence (if any) related to the complaint

3. Finding out the Status of the Compliant

Investor will receive email confirmation related to the status of the complaint.

Note: - If you have a complaint against your stock broker/Depository Participant and the firm is not resolving it or you are not satisfied with the resolution, you can raise an online complaint with the Stock Exchanges & Depository online.