

# **BullionFox Commodity PVT. LTD.**

## **REDRESSAL MECHANISM FOR INVESTOR GRIEVANCE**

Investors have been intimated about the exclusive E-mail Id [grievance@bullionfox.com](mailto:grievance@bullionfox.com) at the time of opening their client account with us, in KYC and periodically when we send them quarterly statement of funds and accounts. The Email Id is also displayed on the contract notes which the investor receives when he executes a trade with us.

Also our grievance mail id and MCX grievance mail id is available in our Website. Our grievance mail is handled by the Compliance Officer.

If an investor wants, he can address his grievance through this exclusive email Id or if he so desires he can come to our office and write his grievance in the Complaint Register or otherwise he can write a letter addressed to the Compliance Officer of the Company detailing his grievance .

After receiving the grievance the Compliance officer looks at the matter and tries to resolve the matter on a priority basis within seven days of receiving the grievance. If the matter is not somehow resolved within seven days the investor is updated about the progress of the grievance regularly and it is the duty of the compliance officer to resolve the matter on a priority basis at the earliest.