

A. Regular Access Channels

At Frontline Capital Services Ltd., we aim to provide you with the best Customer Service. However, if you have a problem or wish to register a complaint, you can reach us at any of the following access channels.

Procedure for filing a complaint on designated email id:

To file a complaint on designated email id, please visit the website of the company fcslindia.com

Then click the link Investor complaint/ Grievance →

- Fill in the registration form and your complaint
- Submit the registration form and your complaint
- Ticket Number will be generated immediately after submission of complaint
- Ticket Number will be shared at the email id of the complainant
- Status of the complaint can be verified on the website of the company
- On resolution of the complaint, an email will be shared with complainant on his registered mail id

Besides complaint on Designated Email id, complaint can also be lodge at the following address of the company:

Frontline Securities Limited

B-22 Sector-4

Noida UP - 201301

Compliance Officer: Mr.Dinesh Chandra Jha

E-mail: fcsl321@gmail.com

Complaint received on above address will be filled in the designated complaint email id and Ticket Number will be generated and will be shared with complainant on his registered mail id.

You can expect a response from these channels between 3 working days to 10 working days of receipt of your complaint at FCSL (taking into account postal and other delays that may occur beyond the control of Frontline Capital Services Ltd.)

B. Escalation of your Complaints

If you are not satisfied with the response that you receive from the above access channels or if you do not hear from us in 10 working days, you can escalate your complaint through: An E-mail to fcsl@fcslindia.com explaining the details of the issue concerned. You will receive a response within 10 working days of receipt of your complaint at Frontline Capital Services Ltd.

C. Senior Officer Contact

If you are not satisfied with the response that you receive or if you do not hear from us within 10 working days of having escalated your complaint, and wish to raise the issue with a senior officer within the Head Office, please contact Mr. Rajeev Kumar Jain. **Mr. Rajeev Kumar Jain can be reached at:**

Frontline Capital Services Ltd.

B-22 Sector-4,

Noida UP 201301

Email: fcsl@fcslindia.com

Telephone: +91 9650177768

D. Complaint can also be filed with NSE/BSE and SCORES at the following links:

<https://www.nseindia.com/invest/file-a-complaint-online>

https://www.bseindia.com/static/investors/cac_tm.aspx

<https://scores.gov.in>