

## **Investor Helpline**

### **A welcome step towards Investor Grievance Redressal.**

The Customers/clients of the company who are not satisfied or has any grievances about the products or services provided by the Company, can file a complaint by following means:

- ✓ **Call us at 0120-4229947; or**
- ✓ **Email us at [jls@divyaportfolio.com](mailto:jls@divyaportfolio.com) ; or**
- ✓ **Write to us at VC-1, Prime Plaza, Sector-3 vaishali, Ghaziabad 201010**

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.

If the applicant/client is not satisfied with the response that he receives or if he does not hear from the Company, 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.

Mr J.L.Sharma  
Compliance Officer  
Divya Portfolio Private Limited  
Address: VC-1, Prime Plaza,  
Sector-3, Vaishali,  
Ghaziabad-201010  
Ph. 0120-4229947  
Email : [jls@divyaportfolio.com](mailto:jls@divyaportfolio.com)

### **Exchange – Client Grievance Redressal Mechanism**

A Client can file his complaint before the NSE / BSE / SEBI Investor Grievance Cell, if the reply is not received from the Company within a period of one month, after the Company concerned has received his representation, or the Company rejects the complaint, or the complaint is not satisfied with the reply given to him by the Company.