

Grievance Redressal Mechanism

Hornic Investment Escalation matrix

Details of	Contact Person	Address	Contact Number	Email Id	Timings (Mon-Fri and Working Saturdays)
Client Servicing	Sandeep Mali	206, Fort Foundation, MCC Lane, Fort, Mumbai-400001	022-40616115	bo@hornic.com	9am-12:30pm and 1:30pm-6pm
Head of Client Servicing	Rupa Vora	206, Fort Foundation, MCC Lane, Fort, Mumbai-400001	022-40616129	boacc@hornic.com	9am-12:30pm and 1:30pm-6pm
Compliance Officer NSE	Naresh Badbe	206, Fort Foundation, MCC Lane, Fort, Mumbai-400001	022-40616116	naresh@hornic.com	9am-12:30pm and 1:30pm-6pm
Compliance Officer BSE	Bhavesh Shah	206, Fort Foundation, MCC Lane, Fort, Mumbai-400001	022-40616114	bhavesh@hornic.com	9am-12:30pm and 1:30pm-6pm
CEO	Anil Daga	1304, Arcadia Building, NCPA Marg, Nariman Point, Mumbai-400021	022-40616200	anil@hornic.com	9am-12:30pm and 1:30pm-6pm

Hornic Commodity Dealers Escalation Matrix

Details of	Contact Person	Address	Contact Number	Email Id	Timings (Mon-Fri and Working Saturdays)
Client Servicing	Pinakin Barot	1304, Arcadia Building, NCPA Marg, Nariman Point, Mumbai-400021	022-40616231	Mcx@hornic.com	9am-12:30pm and 1:30pm-6pm
Head of Client Servicing	Rupa Vora	206, Fort Foundation, MCC Lane, Fort, Mumbai-400001	022-40616129	boacc@hornic.com	9am-12:30pm and 1:30pm-6pm
Compliance Officer	Chetan Thakker	1304, Arcadia Building, NCPA Marg, Nariman Point, Mumbai-400021	022-40616230	Commodity@hornic.com	9am-12:30pm and 1:30pm-6pm
CEO	Lalit Daga	1304, Arcadia Building, NCPA Marg, Nariman Point, Mumbai-400021	022-40616200	lalit@hornic.com	9am-12:30pm and 1:30pm-6pm

Complaint Redressal Mechanism is as follows:

- 1) Please send your complaint by Mail on investor grievance ID – contact@hornic.com
- 2) Ticket Number of the complaint will be by your client code and followed up by our servicing team through call
- 3) If the complaint is not solved, then you can see the escalation matrix and contact the following people directly to make sure it is resolved
- 4) If still the grievance is not solved you can file the complaint directly with Exchanges or SEBI:
 - NSE- <https://investorhelpline.nseindia.com/NICEPLUS/>
 - BSE- <https://bsecreg.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
 - MCX- <https://www.mcxindia.com/Investor-Services>
 - SEBI- <https://scores.gov.in/scores/Welcome.html>