

INVESTOR CHARTER AND COMPLAINT DATA

Investor Charter in respect of Research Analyst (RA)

Annexure – A

A. Vision and Mission Statements for investors.

Vision
To be the research analyst of choice by consistently demonstrating how disciplined technical analysis can create sustainable wealth.

We believe price is the most important indicator, and our work is guided by three uncompromising values: performance, rigor, and integrity—always placing our clients’ interests first.

Mission
My mission is to help clients achieve their financial goals through disciplined, data-driven technical analysis and high-quality research services.

I continuously adapt to evolving market dynamics, challenge conventional thinking, and innovate responsibly within a SEBI-compliant framework.

Trust, integrity, and performance guide every recommendation, as I commit my full expertise and resources to serve my clients’ best interests.

B. Details of business transacted by the Research Analyst with respect to the investors.

- To publish research report based on the research activities of the RA.
- To provide an independent unbiased view on securities.
- To offer unbiased recommendation, disclosing the financial interests in recommended securities.
- To provide research recommendation, based on analysis of publicly available information and known observations.
- To conduct audit annually.
- To ensure that all advertisements are in adherence to the provisions of the Advertisement Code for Research Analysts.
- To maintain records of interactions, with all clients including prospective clients (prior to onboarding), where any conversation related to the research services has taken place.

C. Details of services provided to investors (No Indicative Timelines)

- **Onboarding of Clients**
 - Sharing of terms and conditions of research services
 - Completing KYC of fee paying clients
- **Disclosure to Clients**
 - To disclose, information that is material for the client to make an informed decision, including details of its business activity, disciplinary history, the terms and conditions of research services, details of associates, risks and conflicts of interest, if any.
 - To disclose the extent of use of Artificial Intelligence tools in providing research services.
 - To disclose, while distributing a third party research report, any material conflict of interest of such third party research provider or provide web address that directs a recipient to the relevant disclosures.
 - To disclose any conflict of interest of the activities of providing research services with other activities of the research analyst.
 - To distribute research reports and recommendations to the clients without discrimination.
 - To maintain confidentiality w.r.t publication of the research report until made available in the public domain.
 - To respect data privacy rights of clients and take measures to protect unauthorized use of their confidential information
 - To disclose the timelines for the services provided by the research analyst to clients and ensure adherence to the said timelines
 - To provide clear guidance and adequate caution notice to clients when providing recommendations for dealing in complex and high-risk financial products/services
 - To treat all clients with honesty and integrity
 - To ensure confidentiality of information shared by clients unless such information is required to be provided in furtherance of discharging legal obligations or a client has provided specific consent to share such information.

D. Details of grievance redressal mechanism and how to access it

Investor can lodge complaint/grievance against Research Analyst in the following ways:

Mode of filing the complaint with research analyst
In case of any grievance / complaint, an investor may approach the concerned Research Analyst who shall strive to redress the grievance immediately, but not later than 21 days of the receipt of the grievance.

Mode of filing the complaint on SCORES or with Research Analyst Administration and Supervisory Body (RAASB)
SCORES 2.0 (a web based centralized grievance redressal system of SEBI for facilitating effective grievance redressal in time-bound manner) <https://scores.sebi.gov.in/>

Two level review for complaint/grievance against Research Analyst:

* First review done by designated body (RAASB)
* Second review done by SEBI

1. Email to designated email ID of RAASB
2. If the Investor is not satisfied with the resolution provided by the Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODRplatform for its resolution through online conciliation or arbitration.

With regard to physical complaints, investors may send their complaints to:

Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan, Plot No. C4-A, ‘G’ Block, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051

E. Rights of Investors

- Right to Privacy and Confidentiality
- Right to Transparent Practices
- Right to fair and Equitable Treatment
- Right to Adequate Information
- Right to Initial and Continuing Disclosure – Right to receive information about all the statutory and regulatory disclosures
- Right to Fair & True Advertisement
- Right to Awareness about Service Parameters and Turnaround Times
- Right to be informed of the timelines for each service
- Right to be Heard and Satisfactory Grievance Redressal
- Right to have timely redressal
- Right to Exit from Financial product or service in accordance with the terms and conditions agreed with the research analyst
- Right to receive clear guidance and caution notice when dealing in Complex and High-Risk Financial Products and Services
- Additional Rights to vulnerable consumers – Right to get access to services in a suitable manner even if differently abled
- Right to provide feedback on the financial products and services used
- Right against coercive, unfair, and one-sided clauses in financial agreements

F. Expectations from the Investors (Responsibilities of Investors)

- Do’s
1. Always deal with SEBI registered Research Analyst.
 2. Ensure that the Research Analyst has a valid registration certificate.
 3. Check for SEBI registration number.
Please refer to the list of all SEBI registered Research Analysts which is available on SEBI website in the following link: (<https://www.sebi.gov.in/sebiweb/other/OtherAction.do?doRecognisedFpi=yes&intId=14>)
 4. Always pay attention towards disclosures made in the research reports before investing.
 5. Pay your Research Analyst through banking channels only and maintain duly signed receipts mentioning the details of your payments.You may make payment of fees through Centralized Fee Collection Mechanism (CeFCoM) of RAASB if research analyst has opted for the mechanism. (Applicable for fee paying clients only)
 6. Before buying securities or applying in public offer, check for the research recommendation provided by your research Analyst.
 7. Ask all relevant questions and clear your doubts with your Research Analyst before acting on the recommendation.
 8. Seek clarifications and guidance on research recommendations from your Research Analyst, especially if it involves complex and high risk financial products and services.
 9. Always be aware that you have the right to stop availing the service of a Research Analyst as per the terms of service agreed between you and your Research Analyst.
 10. Always be aware that you have the right to provide feedback to your Research Analyst in respect of the services received.
 11. Always be aware that you will not be bound by any clause, prescribed by the research analyst, which is contravening any regulatory provisions.
 12. Inform SEBI about Research Analyst offering assured or guaranteed returns.

- Don’ts
1. Do not provide funds for investment to the Research Analyst.
 2. Don't fall prey to luring advertisements or market rumours.
 3. Do not get attracted to limited period discount or other incentive, gifts, etc. offered by Research Analyst.
 4. Do not share login credentials and password of your trading and demat accounts with the Research Analyst.

Annexure – B

Complaint Data to be displayed by RAs

Formats for investors complaints data to be disclosed monthly by RAs on their website/mobile application:

Data of The Month Ending – January 2026

Received From	Pending At The End Of Last Month	Received	Resolved*	Total Pending #	Pending Complaints > 3 Months	Average Resolution Time^(In Days)
Directly From Investors	0	0	0	0	0	0
SEBI (SCORES)	0	0	0	0	0	0
Other Sources (If Any)	0	0	0	0	0	0
Grand Total	0	0	0	0	0	0

*Inclusive of complaints of previous years resolved in the current year.
#Inclusive of complaints pending as on the last day of the year.
^ Average Resolution time is the sum total of time taken to resolve each complaint, in days, in the current month divided by total number of complaints resolved in the current month.

Trend of monthly disposal of complaints

Month	Carried Forward From Previous Month	Received	Resolved*	Pending#
January2026	0	0	0	0
February 2026	0	0	0	0
March 2026	0	0	0	0
April 2026	0	0	0	0
May 2026	0	0	0	0
June 2026	0	0	0	0
July 2026	0	0	0	0
August 2026	0	0	0	0
September 2026	0	0	0	0
October 2026	0	0	0	0
November 2026	0	0	0	0
December 2026	0	0	0	0
Grand Total	0	0	0	0

*Inclusive of complaints of previous months resolved in the current month.
#Inclusive of complaints pending as on the last day of the month.

Trend Of Annual Disposal Of Complaints

Year	Carried Forward From Previous Year	Received	Resolved*	Pending#
2024-25	0	0	0	0

*Inclusive of complaints of previous years resolved in the current year.
#Inclusive of complaints pending as on the last day of the year.