

❖ **Basic details of the SB and Depository Participants such as registration number, registered address of Head Office and branches if any**

Stock Broker Name	Registration No	Registered Address	Branch Address (if any)	Contact Number/ mention landline no
Market Creators Limited	SEBI Reg. No. : INZ000206338	70, Creative Castle, Sampatrao Colony, Opp Masonic Hall Off Productivity Road, Alkapuri, Vadodara, Gujarat, 390007	Head Office	0265-2354075
Market Creators Limited	SEBI Reg. No. : INZ000206338		Shop no. 23-24,Lokhandwala complex, Limda Chowk, Manrol - 362225,	Mob. 9841330446
Market Creators Limited	SEBI Reg. No. : INZ000206338		05, Ramanaicken Street, Near to Scan World, Nungambakkam, Chennai-600 034,	Mob. 9909104634

❖ **Escalation Matrix**

Details of	Contact Person	Address	Contact No.	Email ID
Customer Care	Mr. Dilip Awatramani	"Creative Castle", 70, Sampatrao Colony, Opp. Mesonic Hall, Proiductivity Road, Vadodara-390 007	0265-2354075	customercare@marketcreators.net
Compliance Officer	Mr. Kalpesh J. Shah		0265-2354075	compliance@marketcreators.net
CEO	Mr. Kalpesh J. Shah		0265-2354075, 9925027472	kjs@marketcreators.net

❖ **Names and contact details of all Key Managerial Personnel including the Compliance Officer**

Sr. No.	Name of Individual	Designation	Mobile Number	Email ID
1	Mr. Kalpesh J. Shah	Managing Director	9925027472	kjs@marketcreators.net
2	Mr. Kalpesh J. Shah	Compliance Office	9925033583	compliance@marketcreators.net
3	Mr. Prashant Kulkarni	RMS & Business Head	9925033584	rms@marketcreators.net
4	Mr. Kamlesh Bhagat	Chief Finance Officer	9925033585	accounts@marketcreators.net
5	Ms. Rucha Pahtak	Company Secretary	8849228243	cs@sharemart.co.in

❖ **Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.**

There are two ways of account opening

1. Off-line mode
2. On-line mode

- As per the regulations, new accounts cannot be opened if the PAN is not linked with Aadhar. Even if Aadhar is successfully linked with PAN, it must still be updated in the IT records
- If the mobile number is not linked with the Aadhaar, the offline process of opening an account has to be followed.

❖ **Steps for Off-line Account Opening**

- Collect an account opening form - either when you've visited our office or if you're meeting one of our employees.
- You will need to fill out this form, and attach a proof of identity and a proof of address. These proofs can be submitted using photocopies of appropriate documents. You need to carry original documents for verification.
- Once done, you'll also be expected to sign right and obligation documents. This document will state your responsibilities as a trader/investor, and that of your brokerage firms. Keep a copy of this document with you for future reference.
- Once we verifies and processes your documents, you'll be given your account number, similar to how you receive a bank account number. This number is called the Beneficial Owner Identification Number (or BOID) or Unique Client Code (UCC)
- You'll also receive additional confidential data - such as a Login ID and key for accessing web portals.

❖ **Steps for Online-line Account Opening**

For some technical issue, the online account opening not continues yet. We are opening only new account with physical way.

How to Filing the Complaint to Market Creators Ltd

Customer can approach customer service for their concerns via the following channels. Once the customer raises the concern via any channel, the interaction gets recorded in the company's backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in any of their interactions with the Customer Service team.

❖ Complaint through Telephone Support.

Customers can reach out to our dedicated Support team via the numbers below:

o Desk	o Nu	▪ Timings
❖ Customer Service	❖ 0265 2354075	❖ Monday to Friday ❖ 10:00 AM to 6.00 PM

Upon receipt of complaint an acknowledgement mail of same is sent to complainant. Further complaint is forwarded to compliance department after recording in the complaint register.

❖ Complaint through visiting Company / AP's Office.

Client may visit to Company/AP's office personally and register complaint. AP's office forwards complaints to company office. Upon receipt of complaint an acknowledgement mail of same is sent to complainant. Further complaint is forwarded to compliance department after recording in the complaint register.

❖ Complaint via designated Email ID

The customer sends an email to one of our designated Support Email IDs.

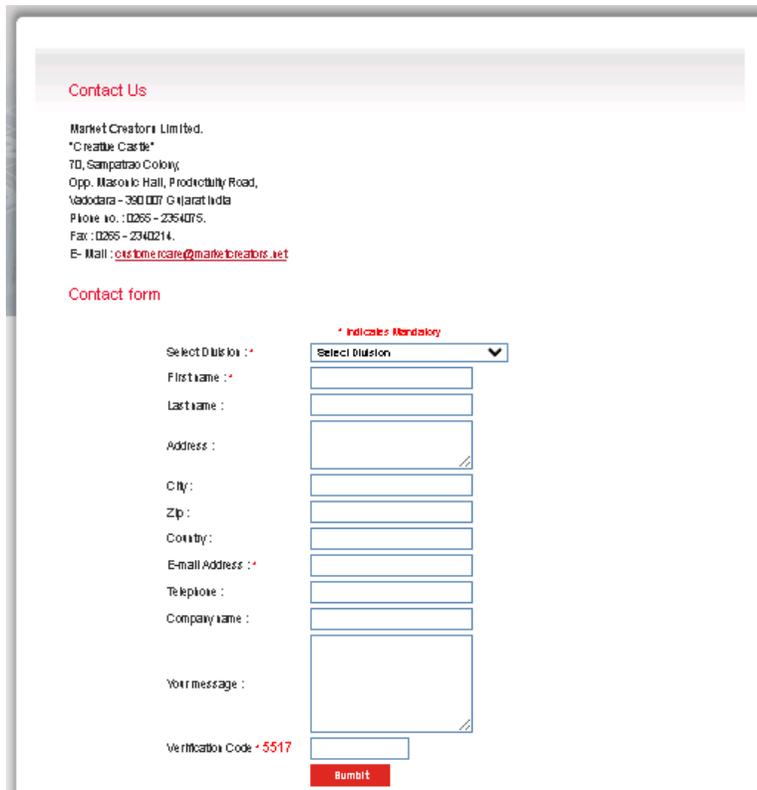
▪ D	▪ Ema
❖ o Customer Service	❖ customercare@marketcreators.n

The email gets recorded in complaint register and an acknowledgement mail of same is sent to complainant.

❖ Complaint via Web form Support

Customers can even fill a web form from the Contact us section, as follows:

- Log in to the Market Creators Ltd. website: www.sharemart.co.in
- Click the contact us option from the top of your screen.
- The following window will appear where you can enter your query and submit it.
- The submitted query will be directed to our mail ID.



The screenshot shows a web form titled "Contact Us" for Market Creators Limited. The form includes the company's address and contact information, followed by a "Contact form" section with various input fields and a "Submit" button.

Contact Us

Market Creators Limited.
"Creative Capital"
70, Sampatras Coklay,
Opp. Macola Mall, Productivity Road,
Vadodara - 390 007 Gujarat India
Phone no. : 0265 - 2354075.
Fax : 0265 - 2340214.
E-Mail : customercare@marketcreators.net

Contact form

* Indicates Mandatory

Select Division : *

First name : *

Last name :

Address :

City :

Zip :

Country :

E-mail Address : *

Telephone :

Company name :

Your message :

Verification Code : * 5517

Submit

○ Compliance Team will refer the grievance collect the necessary data and other details from concerned dept/branch office. After analyzing details reply will be communicated to Client on his/her registered mobile no and/or Email id and once reply given to client, compliant will be closed and same be noted in the register.

❖ Complaint to Statutory Authorities.

🔗 NSE : <https://investorhelpline.nseindia.com/NICEPLUS/>

🔗 BSE : <https://bsecreg.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

🔗 CDSL : <https://www.cdslindia.com/Footer/grievances.aspx>,

🔗 SEBI : <https://scores.gov.in/scores/Welcome.html>