

Formats of mandatory display

i. Basic details of the SB/DP such as Regn. No., Registered address of Head Office and branches if any

Stock Broker Name/ DP Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id
Multiplex Capital Ltd (Stock Broker)	INZ000005439	100/28, Keshav Tower, Rajapur, Sector-9, Rohini, Delhi-110085	7/61, Sector-7, Rohini, Delhi-110085 50/01,Naveen Park, Near Gurdwara, Shyam Park Extention, Shahibabad, Ghaziabad-201005	011-47055555	info@onlymultiplex.com
Multiplex Capital Ltd (DP)	IN-DP-678-2022	100/28, Keshav Tower, Rajapur, Sector-9, Rohini, Delhi-110085		011-47055555	info@onlymultiplex.com
Multiplex Commodity Mercantile Pvt Ltd (Commodity Broker)	INZ000037639	100/28, Keshav Tower, Rajapur, Sector-9, Rohini, Delhi-110085		011-47055555	info@onlymultiplex.com

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Kapil Verma	100/28, Keshav Tower, Rajapur, Sector-9, Rohini Delhi-110085	+919313432108	kapilverma@onlymultiplex.com	Mon-Fri; 10:00 AM to 6:00PM Sat; 10:00 AM to 5:00PM
Head of Customer care	Satya Prakash Sharma	100/28, Keshav Tower, Rajapur, Sector-9, Rohini Delhi-110085	011-47055533	satyaprakash@onlymultiplex.com	Mon-Fri; 10:00 AM to 6:00PM Sat; 10:00 AM to 5:00PM
Compliance Officer	Rishi Pal	100/28, Keshav Tower, Rajapur, Sector-9, Rohini Delhi-110085	011-47055532	compliance@onlymultiplex.com	Mon-Fri; 10:00 AM to 6:00PM Sat; 10:00 AM to 5:00PM

					5:00PM
MD/CEO	Parveen Aggarwal	100/28, Keshav Tower, Rajapur, Sector-9, Rohini Delhi-110085	+919810170767	pagggarwal@onlymultiplex.com	Mon-Fri; 10:00 AM to 6:00PM Sat; 10:00 AM to 5:00PM

ii. Names and contact details of all Key Managerial Personnel including Compliance Officer-

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
1	Parveen Aggarwal	MD/CEO	+919810170767	pagggarwal@onlymultiplex.com
2	Bhartendu Mehta	Whole Time Director	+919818338396	bhartendumehta@onlymultiplex.com
3	Shruti Choudhary	Company Secretary	+917903152003	secretarial1@onlymultiplex.com
4	Rishi Pal	Compliance Officer	011-47055532	compliance@onlymultiplex.com

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

a) Detailed write up on procedure for opening an account along with Flowchart and video if any (optional).

Kindly refer link : https://www.onlymultiplex.com/DP_Trading_Account_Opening_Procedure.pdf

b) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions to be made for sharing Ticket Number once the complaint is lodged.

For filing a complaint client can file a complaint on our website through link <https://www.onlymultiplex.com/support-ticket> . After filing a complaint client will receive a ticket no. instantly through our designated email id customer.grievance@onlymultiplex.com and client can know the status by writing the email on our designated email id i.e. customer.grievance@onlymultiplex.com by mentioning the ticket no.

Depending on the complexity of the issue this Ticket is referred to one of concerned officials who investigates and provides the resolution on best efforts basis.

In case where a clarity is required a call back is made to the client and more clarity is being sought.

In case the complaint is not redressed at Stock Broker / DP level, the customer may approach SEBI and lodge the complaint on SCORES (a web based centralized grievance redressal system of SEBI) at <https://scores.gov.in/scores/Welcome.html>

c) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc.along with Flowchart and video if any (optional).

If client want to know the status of theirs complaint, client may write a email on our designated email id i.e. customer.grievance@onlymultiplex.com by mentioning Ticket no. which have generated while filing a complaint through our above mentioned link.

If client has lodged the complaint through SEBI(Scores) portal to track the complaint statusmay please click below link.

<https://scores.gov.in/scores/viewComplaintStatus.html>

iv. Details of Authorized Persons

List Of Authorised Persons (AP)										
Sr. No	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constituion	Status	Registered Address				Terminal Details (Exchange Wise)	
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)	No. of Terminals
1	NIL									
2										

List of Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons				
Sr. No.	Authorised Person's Name	Status	Authorised Person Cancellation Details	
			Date	Reason
1	N/A			
2				