

MAXIZO Trading LLP

Investor Complaints Redressal Policy

1. Immediately on receipt of Client's Complaint, the issue is examined by the concerned team and reply with documentary support is submitted to the client within seven days for his response within next seven days.
2. Client's response is reconciled with that of firm's reply within three days.
3. If any discrepancy is observed at the end of firm, the same is immediately brought to the notice of the client but not later than three days for his clarification with in next three days.
4. If the client confirms the same, anything due to the client from the side of firm, the same is returned to the client with suitable compensation within three days and the complaint gets closed.
5. Else the client is called before the Compliance Officer to place his facts & documents/other supporting. Concerned official also places his facts & documents/other supporting. Best effort is done to satisfy the client upto his satisfaction.
6. If client requires, further date of hearing may also be fixed within three days.
7. After hearing the matter is decided on merits by the above stated official and copy of decision is provided to client and the concerned official of the firm for compliance.
8. The party aggrieved by the decision may take further course of action as provided in the Rules.
9. Adequate steps shall be taken to resolve the complaint within 30 days from the date of receipt of the complaint.
10. The designated email id for investors grievance is support@maxizotrading.com