

Procedure for Filing a Complaint with New Berry Capitals Private Limited as Stock Broker, and Depository Participant, or SEBI;

Encountering issues with a stock broker, depository participant, or the securities market can be concerning, but regulatory bodies like SEBI (Securities and Exchange Board of India) offer channels for addressing these concerns. Here's a comprehensive guide on how to file a complaint, along with a flowchart illustrating the process:

Filing a Complaint with New Berry Capitals Private Limited as Stock Broker or Depository Participant:

Step 1: Contact Customer Support:

Reach out to New Berry Capitals Private Limited customer support. Use their provided contact details like phone numbers at 022 48818488, email addresses at grievances@newberry.in.

Step 2: Explain Your Concern:

Clearly communicate your issue to the customer support team. Provide details such as your account information, the nature of the problem, relevant transaction details, and any supporting documents.

Step 3: Seek Resolution:

Allow the customer support team to address your complaint. They might provide solutions, explanations, or propose corrective actions.

Step 4: Follow Up:

If the issue isn't resolved to your satisfaction, follow up with customer support. Request updates on the status of your complaint and the steps being taken.

Filing a Complaint with SEBI:

Step 1: Visit SCORES Portal:

Visit the SEBI Complaints Redress System (SCORES) portal at www.scores.gov.in.

Step 2: Register as a User:

If you're not already registered, create an account on the SCORES portal.

Step 3: File a Complaint:

Log in to your account and file a complaint. Provide details about the issue, your contact information, and any supporting documents.

Step 4: Receive Complaint Acknowledgment:

After filing the complaint, you will receive an acknowledgment with a unique complaint registration number.

Step 5: Track Complaint Status:

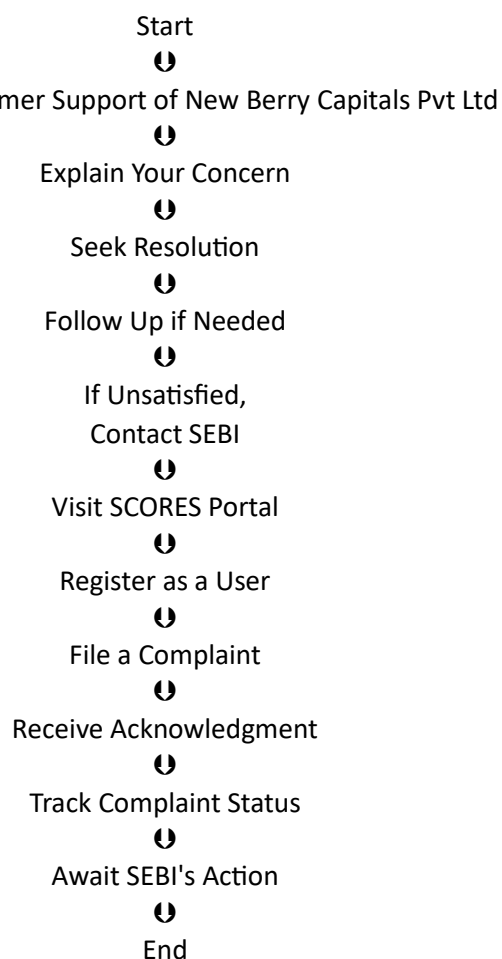
Use the complaint registration number to track the status of your complaint on the SCORES portal. You can also receive updates through email.

Step 6: Await SEBI's Action:

SEBI will review the complaint and take necessary actions. They might communicate with you for additional information if required.

Flowchart: Procedure for Filing a Complaint

Here's a simplified flowchart illustrating the procedure to file a complaint with New Berry Capitals Private Limited (as a Stock Broker), as a Depository Participant, or with SEBI:



Conclusion:

Filing a complaint with a stock broker, depository participant, or SEBI requires a systematic approach and adherence to the relevant procedures. By following the steps outlined above, investors can effectively address concerns, seek resolution, and ensure a fair and transparent functioning of the securities market. Remember to maintain proper records of all communications and interactions throughout the complaint resolution process.

