

i. **Basic details of the SB such as registration number, registered address of Head Office and branches if any-**

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Emailid
MULTIGAIN SECURITIES SERVICESPVT LTD	INZ000192837 IN-DP-218-2016	H50, LAJPAT NAGAR, MORADABAD – 244001	126, Pocket 1, Jasola Vihar, Delhi– 110025	0591-2490400, 2490500 011-40590515	help@multigain.in

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Emailid
Customer care	HASHSHAM MALIK	H50, LAJPAT NAGAR, MORADABAD – 244001	9917462528	help@multigain.in
Head of Customer care	SANJEEV VERMA		9917462507	sanjeev@multigain.in
Compliance Officer	KAMAL KUMAR KHANNA		9917462501	kamal@multigain.in
CEO	KHALID ALI		9837037174	khalid@multigain.in

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

Sr.No.	Name of the Individual	Designation	Mobile Number	Emailid
1	KHALID ALI	MD	9837037174	khalid@multigain.in
2	NIGHAT KHALID	Director	9917462500	nighat@multigain.in
3	FAIZAN ALI	Director	9917462513	faizan@multigain.in
3	KAMAL KUMAR KHANNA	Compliance Officer	9917462501	kamal@multigain.in
3	SANJEEV VERMA	Compliance Manager	9917462507	sanjeev@multigain.in

i. **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) Write up on the procedure for opening an account

- i. Client On boarding > First we have to analysis Risk Profiling , Asset Allocation /Suggestion later start Kyc Checking with cvl and E kyc and collect required self attested documents as per compliance.

- ii. KYC Creation – signed form with Pan, Aadhaar, Cancel cheque, 2 Photographs, Mobile no, Email id, nominee name, mother name, occupation, income range, marital status..etc.
- iii. also make a arrange to checkout PAN/AADHAR LINKING,SEBI Debbard list..etc.
- iv. Application Process: Data entered according to kyc documents and after dual verification processing with Exchange and CDSL to get Demat number and ucc allotment...
- v. after that welcome letter with annexure update to client..

Write up on procedure for filing a complaint on designated email id/ Toll-free number

Client mark a complain on grievance@multigain.in or through phone call on registered office and file the complaint along with his UCC/Demat Account No/PAN, after entering the complaint register, the reference no to beprovided to client through Mail/Call.

Client may follow up the complaint as per escalation matrix <https://www.multigain.in/Static/contact.aspx>

Status of the complaint can be find out as per escalation matrix <https://www.multigain.in/Static/contact.aspx>

In absence of response/complaint not addressed to your satisfaction you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchange at ig@nse.co.in or/and is@bseindia.com

Please quote your Sevice Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange Portal.

i. Details of Authorized Persons

List Of Authorised Persons (AP)										
Sr · N O	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constitut ion	Status	Registered Address				Terminal Details (Exchange Wise)	
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)	No. of Terminals
1	No Active AP								No	0

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	No AP cancelled on Disciplinary Reason	Na	Na	Na