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 SERVICESPVTLTD	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	ContactPerson	Address	ContactNo.	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.	Nameofthe Individual	Designation	MobileNumber	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.gov.in/scores/welcome.html 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.
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i. **Details of Authorized Persons**

List Of Authorised Persons (AP)										
Sr. NO	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constitution	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