Basic details of the Stock Broker such as registration number, registered address of Head Office and branches

Stockbroker Name	Registration Number	Registered Address	Branch Address	Contact Number	Email id
Neo Wealth Management Private Limited	SEBI Registration No.: INZ000306537 NSE TM Code: 90296 BSE TM Code: 6792 MCX TM Code: 57520 NCDEX TM Code: 1318 IN-DP-725-2022 (CDSL) CDSL DP ID: 12096600 NSDL DP ID: IN304756 AMFI Registration Number: 258756	Neo Wealth Management PrivateLimited, 903, B-Wing, 9th Floor, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel Mumbai, 400013. Tel +91 22 66423600	Neo Wealth Management Private Limited, 901, A-Wing, 9th Floor, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel Mumbai, 400013	022 - 66423600	For Queries: neocare@neo.group
			Neo Wealth Management Private Limited, Ground Floor, Unit No. 06 & 07 of B & C Wing & 08 C Wing, Marathon Futurex, N. M. Joshi Marg, Lower Parel, Mumbai – 400013	022-66423600	
			Unit No. 307, 3rd Floor, 4-Worldmark, Asset Area LP-1B-04, Gateway District, Delhi Aerocity, Near Indira Gandhi International Airport, New Delhi-110037	011-40518802	

Escalation Matrix:

Details of Designation	Contact Person	Address	Contact No.	Timing	Email Id
Customer care	Siddi Patil	901 A – Wing, Marathon Futurex, Lower Parel, Mumbai- 400013	022-66423614	Monday to Saturday 9:00 AM to 6:00 PM	ig@neo.group
Head of Customercare	Ganesh More	901 A – Wing, Marathon Futurex, Lower Parel, Mumbai- 400013	022-66423605		ganesh.more@neo.group
Compliance Officer	Dhirendra Rautela	903 B – Wing, Marathon Futurex, Lower Parel, Mumbai- 400013	022-66423600		compliance@neo-wealth.com
CEO	Shajikumar Devakar	903 B – Wing, Marathon Futurex, Lower Parel, Mumbai- 400013	022-66423617		ceo@neo-wealth.com
Principal Officer for Investment Advisory	Pawan Kumar	903 B – Wing, Marathon Futurex, Lower Parel, Mumbai- 400013	022-66423600		PO_advisory@neo-wealth.com
Principal Officer for Research Analyst	Zeal Mehta	903 B – Wing, Marathon Futurex, Lower Parel, Mumbai- 400013	022-66423600		zeal.mehta@neo.group

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at https://scores.sebi.gov.in/ or ODR Portal https://smartodr.in Exchange at:

NSE - https://investorhelpline.nseindia.com/NICEPLUS/

BSE – https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx

MCX – https://www.mcxindia.com/Investor-Services

NCDEX – https://ncdex.com/investor_complaint

CDSL – https://www.cdslindia.com/Footer/grievances.aspx

NSDL – nsdl.com/investor/investor-grievance

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

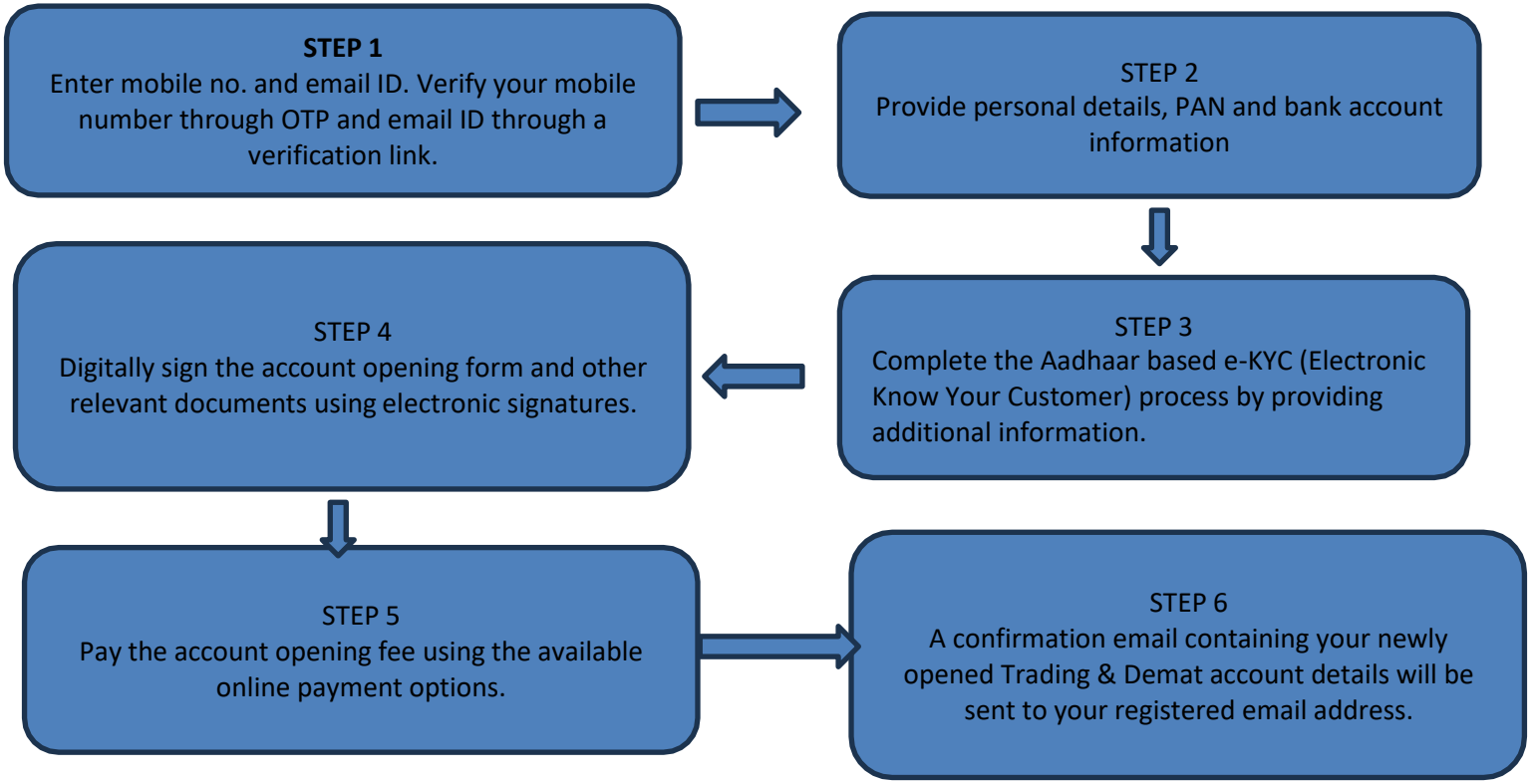
ii. Names and contact details of all Key Managerial Personnel including the Compliance Officer

Sr. No.	Name of the Individual	Designation	Contact Numbers	Email Id
1	Shajikumar Devakar	Chief Executive Officer	022-66423617	ceo@neo-wealth.com
2	C Raghvendra Prabhu	Designated Director	022-66423600	neocare@neo.group
3	Dhirendra Rautela	Compliance Officer	022-66423600	compliance@neo-wealth.com

i. Step by Step procedures for Opening an Account.

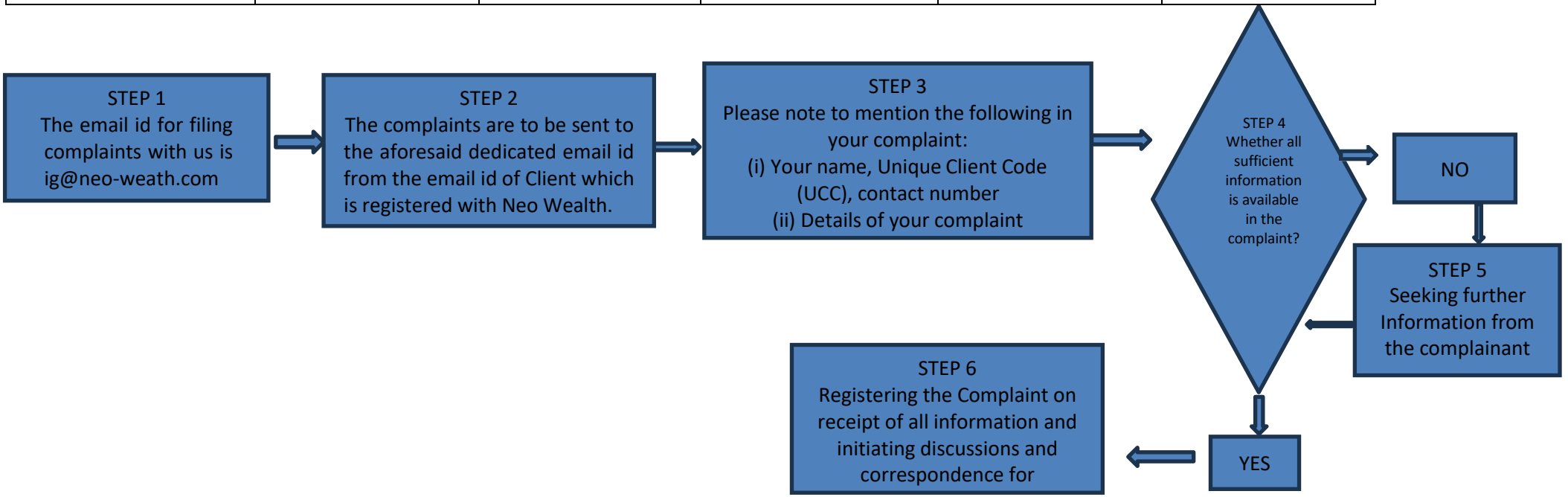
a) Detailed write up on the procedure for opening an account along with Flowchart

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Enter mobile no. and email ID. Verify your mobile number through OTP and email ID through a verification link.	Provide personal details, PAN and bank account information.	Complete the Aadhaar based e-KYC (Electronic Know Your Customer) process by providing additional information.	Digitally sign the account opening form and other relevant documents using electronic signatures.	Pay the account opening fee using the available online payment options.	A confirmation email containing your newly opened Demat account details will be sent to your registered email address.



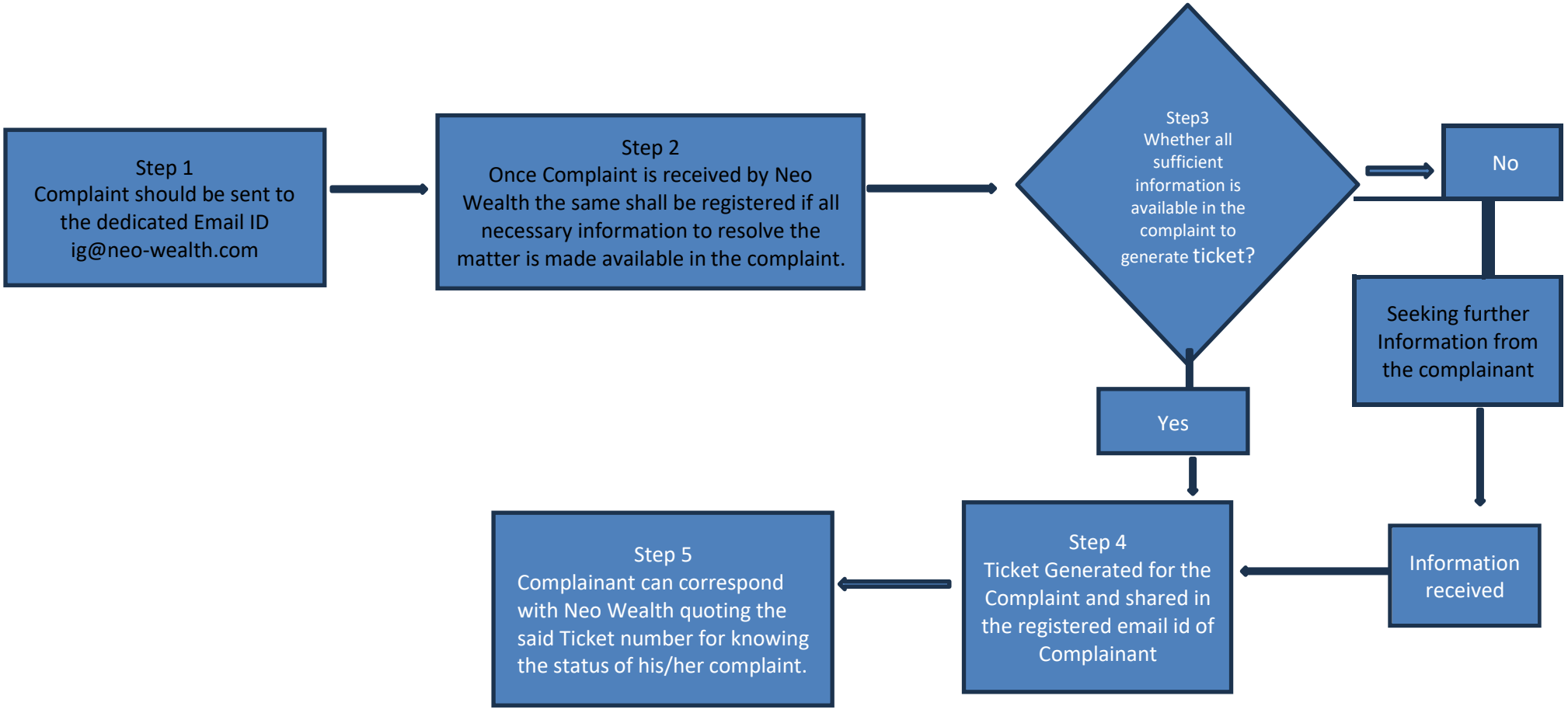
b) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
The email id for filing complaints with us is ig@neo-weath.com	The complaints are to be sent to the aforesaid dedicated email id from the email id of Client which is registered with Neo Wealth.	Please note to mention the following in your complaint: (i) Your name, Unique Client Code (UCC), contact number (ii) Details of your complaint	Whether all sufficient information is available in the complaint?	Seeking further Information from the complainant	Registering the Complaint on receipt of all information and initiating discussions and correspondence for expeditious redressal,



c) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart

Step 1	Step 2	Step 3	Step 4	Step 5
Complaint should be sent to the dedicated Email ID ig@neo-wealth.com	Once Complaint is received by Neo Wealth the same shall be registered if all necessary information to resolve the matter is made available in the complaint.	On receipt of necessary information, complaint is registered and ticket is generated. The matter is taken up for expeditious redressal.	Ticket number is shared with Complainant	Complainant can correspond with Neo Wealth from his/her registered email id with Ticket number for knowing the status of complaint.



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 (ExchangeWise)	
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted(Y/N)	No. of Terminals
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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	NIL	NIL	NIL	NIL