Annexure - A

INVESTOR CHARTER
IN RESPECT OF RESEARCH ANALYST (RA)

A. Vision and Mission Statements for Investors

Vision
Invest with knowledge & safety.

Mission
Every investor should be able to invest in the right investment products based on their needs, manage and monitor them to meet their goals, access research reports, and enjoy financial wellness.

B. Details of Business Transacted by the Research Analyst with Respect to Investors

- To publish research reports based on the research activities of the Research Analyst (RA).
- To provide an independent and unbiased view on securities.
- To offer unbiased recommendations, disclosing the financial interests of the RA in the recommended securities, if any.
- To provide research recommendations based on analysis of publicly available information and known observations.
- To conduct an audit annually.
- To ensure that all advertisements are in adherence to the provisions of the Advertisement Code for Research Analysts.
- To maintain records of interactions with all clients, including prospective clients (prior to onboarding), where any conversation related to research services has taken place.

C. Details of Services Provided to Investors (No Indicative Timelines)

Onboarding of Clients
- Sharing of terms and conditions of research services.
- Completing KYC of fee-paying clients.

Disclosure to Clients
- To disclose information that is material for the client to make an informed decision, including details of its business activity, disciplinary history, terms and conditions of research services, details of associates, risks and conflicts of interest, if any.
- To disclose the extent of use of Artificial Intelligence (AI) tools, if any, in providing research services.

- To disclose, while distributing a third-party research report, any material conflict of interest of such third-party research provider, or to provide the web address that directs the recipient to the relevant disclosures.
- To disclose any conflict of interest between the activity of providing research services and other activities of the Research Analyst.

Other Services / Commitments

- To distribute research reports and recommendations to clients without discrimination.
- To maintain confidentiality with respect to publication of the research report until it is made available in the public domain.
- To respect the data privacy rights of clients and take measures to protect against unauthorised use of their confidential information.
- To disclose the timelines for the services provided to clients and ensure adherence to such timelines.
- To provide clear guidance and adequate caution notice to clients when providing recommendations for dealing in complex and high-risk financial products/services.
- To treat all clients with honesty and integrity.
- To ensure confidentiality of information shared by clients, unless such information is required to be disclosed in furtherance of legal obligations or the client has provided specific consent to share such information.

D. Details of Grievance Redressal Mechanism and How to Access It

An investor can lodge a complaint/grievance against RELITRADE STOCK BROKING PRIVATE LIMITED in the following ways:

1. Mode of filing a complaint directly with the Research Analyst

In case of any grievance/complaint, an investor may approach the Research Analyst directly, who shall strive to redress the grievance immediately, but not later than 21 days from the date of receipt of the grievance.

2. Mode of filing a complaint on SCORES or with the Research Analyst Administration and Supervisory Body (RAASB)

- SCORES 2.0 — a web-based centralised grievance redressal system of SEBI for facilitating effective grievance redressal in a time-bound manner: https://scores.sebi.gov.in
- Two-level review of a complaint/grievance against the Research Analyst — first review by the designated body (RAASB); second review by SEBI.
- Email to the designated email ID of RAASB.

3. SMARTODR — Online Dispute Resolution

If the investor is not satisfied with the resolution provided by the Research Analyst, RAASB, or SEBI, the investor has the option to file the complaint/grievance on the SMARTODR platform (https://smartodr.in) for resolution through online conciliation or arbitration.

Physical Complaints

Investors may also send their complaints in physical form to:

Office of Investor Assistance and Education,
Securities and Exchange Board of India,
SEBI Bhavan, Plot No. C4-A, 'G' Block,
Bandra-Kurla Complex, Bandra (E),
Mumbai – 400 051.

E. Rights of Investors

- Right to Privacy and Confidentiality.
- Right to Transparent Practices.
- Right to Fair and Equitable Treatment.
- Right to Adequate Information.
- Right to Initial and Continuing Disclosure.
- Right to receive information about all statutory and regulatory disclosures.
- Right to Fair & True Advertisement.
- Right to Awareness about Service Parameters and Turnaround Times.
- Right to be informed of the timelines for each service.
- Right to be Heard and to Satisfactory Grievance Redressal.
- Right to timely redressal.
- Right to Exit from a financial product or service in accordance with the terms and conditions agreed with the Research Analyst.
- Right to receive clear guidance and caution notice when dealing in complex and high-risk financial products and services.
- Additional rights for vulnerable consumers — right to access services in a suitable manner even if differently abled.
- Right to provide feedback on the financial products and services used.
- Right against coercive, unfair, and one-sided clauses in financial agreements.

F. Expectations from Investors (Responsibilities of Investors)

Do's

1. Always deal with a SEBI-registered Research Analyst.
2. Ensure that the Research Analyst has a valid registration certificate.
3. Check the SEBI registration number. Refer to the list of all SEBI-registered Research Analysts available on the SEBI website: https://www.sebi.gov.in/sebiweb/other/OtherAction.do?doRecognisedFpi=yes&intmId=14
4. Always pay attention to the disclosures made in research reports before investing.
5. Pay the Research Analyst only through banking channels and maintain duly signed receipts mentioning payment details. Fees may also be paid through the Centralised Fee Collection Mechanism (CeFCoM) of RAASB, where opted for by the Research Analyst (applicable to fee-paying clients only).
6. Before buying/selling securities or applying in a public offer, check the research recommendation provided by the Research Analyst.

7. Ask all relevant questions and clear doubts with the Research Analyst before acting on any recommendation.
8. Seek clarification and guidance from the Research Analyst on recommendations involving complex and high-risk financial products and services.
9. Be aware of the right to stop availing the services of a Research Analyst as per the agreed terms of service.
10. Be aware of the right to provide feedback to the Research Analyst regarding services received.
11. Be aware that no clause prescribed by the Research Analyst can override or contravene any regulatory provision.
12. Inform SEBI if a Research Analyst offers assured or guaranteed returns.

Don'ts

1. Do not provide funds for investment to the Research Analyst.
2. Do not fall prey to luring advertisements or market rumours.
3. Do not get attracted to limited-period discounts or other incentives/gifts offered by a Research Analyst.
4. Do not share the login credentials or passwords of your trading, demat, or bank accounts with the Research Analyst.

Compliance Information

Company Name	RELITRADE STOCK BROKING PRIVATE LIMITED
SEBI Registration No.	INH000028954
Registered Office Address	Office No. 206 & 207, Dalal Street Commercial Co-Operative Society Limited, Block 53, Zone 5, Road 5E, Gift City, Gandhinagar, Gujarat, India, 382050
Compliance Officer	Mr. Karan K. Sanghvi
Compliance Contact No.	079-68199928
Compliance Email	cs@relitrade.in
Grievance Redressal Email	investorgrievance@relitrade.in
SCORES	https://scores.sebi.gov.in
SMARTODR	https://smartodr.in

Disclaimer: RELITRADE STOCK BROKING PRIVATE LIMITED does not offer any assured/guaranteed return, profit-sharing, or portfolio management services except those permitted under its SEBI Research Analyst registration. Investors are advised to deal only through official, registered channels of the company and to verify all payments and communications independently.

Investments in the securities market are subject to market risks. Read all the related documents carefully before investing. Registration granted by SEBI and certification from NISM in no way guarantee the performance of the intermediary or provide any assurance of returns to investors.