TO APPROVE THE AMENDMENTS TO THE CUSTOMER RELATIONS POLICY OF THE COMPANY

Pursuant to the requirement of Securities and Exchange Board of India ('SEBI') for various segments and in order to provide consistent and superior customer experience to the customers, the Board had, at its meeting held on January 14, 2019, approved the Customer Relations Policy ('the Policy').

The main objective of the Policy is to increase the general awareness of the Company's clients on the overall risk while investing, making them aware of their rights and grievance redressal mechanism. Accordingly, the Policy has been drafted in line with the guidelines prescribed by SEBI.

The Policy is required to be reviewed once in every two years. The Policy is reviewed and certain changes are proposed in the Policy.

The complete list of amendments proposed to the Policy is provided in Annexure 1 (Refer Page No. 2).

A copy of the reviewed Policy is provided in Annexure 2 (Refer Page No. 4).

The Committee is requested to review and recommend the revised Customer Relations Policy to the Board for its approval.

Annexure 1

Amendments proposed to the Customer Relations Policy:

Version 2025:

The latest Version – 2025 of this Policy is proposed to include new categories and sections that have been incorporated basis Regulatory and Exchange Guidelines since the last update in 2023. The brief details are as under:

Sr no	Category	Remarks - New additional sections	SEBI/ Regulator Circulars Reference
1	Policies & Procedures	Internal Shortages clause	Updated in April 2024 & November 2024 SEBI Circular No. MIRSD/MIRSD-PoD1/P/CIR/2024/75
2	Policies & Procedures	Voluntary Freezing Clause	Updated in July, 2024 SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 on ease of Doing Investments by Investors- Facility of voluntary freezing/ blocking of Trading Accounts by Clients
3	Policies & Procedures	GTT Policy (Good Till Triggered)	Updated in September, 2024
4	Rights and Obligations	For MTF (Margin Trading Facility)	SEBI circular no. CIR/MRD/DP/54/2017 dated June 13, 2017 for MTF
5	Rights and Obligations	For Members Clients and Authorised Persons	Rights and Obligations of Members, Authorized Persons and Clients of FMC circular No. FMC/COMPL/IV/KRA-05/11/14 dated February 26, 2015 and SEBI circular no. CIR/MIRSD/16/2011 dated August 22, 2011 & SEBI Circular no. SEBI/HO/MIRSD/DOP/CIR/P/2020/33 dated March 11, 2020

Annexure 2

Customer Relations Policy

Introduction:

Customer Service is a key focus area at ICICI Securities Limited ('the Company'). The Company is committed to provide consistent and superior customer experience to its customers. The Company deals with investment products and other related services which may be delivered through an online or an offline mode. Besides service, an important part of the customer relation comprises making investors aware of key products and risks associated with the products. The objective of the Customer Relations Policy is to increase the general awareness of the Company's clients on the overall risk while investing, making them aware of their rights and grievance redressal mechanism.

The Policy:

ICICI Securities Limited - Customer Relations Policy is completely guided by the following important documents as prescribed by Securities and Exchange Board of India ('SEBI').

1. Rights and Obligations of Stock Brokers, Sub-Brokers and Clients: The document comprehensively covers the Rights and Obligations of the Company as a Stock Broker. The document is given in Annexure I.
2. Risk Disclosure Document for Capital Market and Derivatives Segments: This document contains important information on trading in Equities/Derivatives Segments of the Stock Exchanges and specifically covers the risks that are important for the investors to be aware of. The document is given in Annexure II.
3. Guidance Note - Do's and Don'ts for Trading on the Exchange(s) for Investors: The note

provides important points that investors need to be aware of while investing and is given in Annexure III.

In addition to above, the Company offers a well-defined Grievance Redressal mechanism including a process for customers to escalate any complaints if the customers are not satisfied with the response. The Grievance Redressal mechanism is available on: https://secure.icicidirect.com/customer/customersupport.

4. Investor Charter – This documents our commitments towards the clients on various service parameters. Refer Annexure A

The above documents comprehensively cover the objectives of the Customer Relations Policy.

Monitoring and Review:

In order to ensure that clients are aware of the Customer Relations Policy, the Company will ensure that the above documents are disseminated to all the account holders or are available online on the main website. The Audit Committee and the Customer Service Council would review the trends in the complaints received by the Company. Given the large number of online transactions, the Annexure issues relating to systems as reported by the customers would be presented separately to the Audit Committee.

The Policy would be put for review once in every two years to the Board.