**1 Backup and disaster Recovery Plan:**

1. Maintain an updated profile of each system configuration including network setting (TCP/IP), machine names, domain information, account information, disk configuration, disk partition layouts, partition sizes, partition file system format type, O/S patches installed.

2. Use of NOW system for NSE and BSE

3. Redundant Array of Independent Disk (RAID) to avoid Disk failure.

4. We can implement mirroring on a per-database basis. Database mirroring works with any supported database compatibility level.

4. Backup copies of the operating system, application software and critical data should be made on regular basis.

5. Backup will be taken on Disk drive and store the same on backup site under the observation of one of the Director.

**2 Small notes of Complaints and Customer services:**

1.Online viewing of your portfolio and all transactions on website through a secured password.

2. We understand the dynamics of equity as an asset class, so we track your investments continuously to maximize the returns.

3. Customer queries and complaints are entertained separately on dedicated landlines (which are provided on website) on high priority basis.

4. Customer can email us on [greviences@vishwasfincap.com](mailto:greviences@vishwasfincap.com) their written grievance to us.

5. Customer can also write to our Compliance officer Ms Ruchi Verma at email id [rverma@vishwasfincap.com](mailto:rverma@vishwasfincap.com) .

6. Customer can also contact concerned Exchange in case grievance is not resolved within 30 days.

**3 Declaration of directors of no complaint against SEBI or any other exchange:**

"We hereby undertake and state:

i) We hereby  state and undertake that there is/ was  no any action that may have a bearing on the grant of registration/ renewal has been taken/ initiated by SEBI or any other regulatory authority against the principle officer and key management personnel of the applicant company”

 ii) “…that the principal officer or any key management personnel of the applicant is/was not involved in any litigation connected with the stock/securities market which has an adverse bearing on the business of the applicant; or has at any time been convicted for any moral turpitude or found guilty of any economic offence.

 iii) “…that any directors or principal officer or key management personnel of the applicant is/ was not expelled, barred or suspended by any of the regulatory authority.

 iv) “…that no enquiry/adjudication/prosecution or any other action is/was, at any point of time, initiated by SEBI and/or any other regulatory authority against the principal officer or any of the key  management personnel of the applicant company."