

## **PROCEDURE FOR FILING A COMPLAINT**

- The customer can file a complaint by sending an email on [investorgrievanceahmedabadbetala@yahoo.com](mailto:investorgrievanceahmedabadbetala@yahoo.com)  
Please quote basic details such as your name, Trading Code, email & mobile no. in your mail to help us quick redressal of your grievance.
- You will receive an acknowledgement mail confirming the receipt of your complaint within 24 hours (if it is a working day). Please take note of the **TICKET NUMBER** quoted in the mail for future reference regarding your complaint.
- You will receive a call from our customer care executive to help us redress your complaint.
- Acknowledgment will be sent on your email id once the grievance is escalated / resolved.
- You can also know the status of your complaint by sending a mail to [investorgrievanceahmedabadbetala@yahoo.com](mailto:investorgrievanceahmedabadbetala@yahoo.com) mentioning your Ticket Number or contacting us on our Customer Care Contact No.

### **PROCESS FLOW:**

