

**Complaint filing and Resolution Process**

Customer support and investor grievances redressal is an important aspect in broking business. We follow following process to accept complaints and providing solution to clients

- ❖ We have dedicated customer service desk no as 022-69093466 and clients can directly call on this no. for any query/service-related request/to register any complaint. The customer care tries to resolve the queries immediately if no support is required from other departments.
- ❖ Clients can also write to us on [customercare@itiorg.com](mailto:customercare@itiorg.com) for any query/service-related request/to register any complaints. The customer care executives tries to provide the immediate support to client depending upon the query received.
- ❖ Clients can also write to us on [igsb@itiorg.com](mailto:igsb@itiorg.com) for any kind of grievances.

For all complaints/queries received from clients on above mentioned channels, Customer care team shall share generates ticket no. for each and every communication. Clients can take status of their queries/complaints by quoting their UCC code or ticket no.

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