

## **Write up on procedure for filing a complaint on designated email id:**

### **Step 1:**

Any complaint or concerns should be emailed to the customer care's Email ID [investor.grievance@axiscap.in](mailto:investor.grievance@axiscap.in). The clients raising concerns or complaints are advised to write a detailed nature of concern or complaint along with specifications such as date, time, persons contacted or actions taken and any substantiating documentation of such remedial action taken after the event/ issue faced.

### **Step 2:**

The complainant will get an automatic reply along with the ticket id/ Complaint Ref No and the turnaround time (TAT) to respond shall be 36 hours from receipt of the first email. The complainant should be mindful that the TAT shall differ depending on the nature of the complaint once in process. At any given point, the client can find the status of the complaint by sending an email along with the ticket id/ Complaint Ref no.

### **Step 3:**

In case the customer care team fails to respond within 36 hours, the client can escalate the concerns to the Head of Customer Care on [abhijit.talekar@axiscap.in](mailto:abhijit.talekar@axiscap.in) along with the ticket id/ Complaint Ref No generated.

### **Step 4:**

In the absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or

Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>.

Clients are advised to quote Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal. For any further information, please refer the investor charter for Stockbrokers on [https://www.axiscapital.co.in/investor\\_charter/](https://www.axiscapital.co.in/investor_charter/)

### **Important Point:**

Filing Complaints on SCORES- Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
  - i. Name, PAN, Address, Mobile Number, Email ID
- c. Benefits:
  - i. Effective Communication
  - ii. Speedy redressal of the grievances