

## **Procedure for Filing a Complaint on Designated Email ID and Checking Complaint Status**

### **1. Introduction:**

Arham Share Private Limited is committed to providing excellent customer service and resolving any concerns or complaints related to our stock brokerage services. This document outlines the step-by-step procedure for filing a complaint via the designated email ID and how to check the status of the complaint.

### **2. Eligibility and Pre-requisites:**

To file a complaint with Arham Share Private Limited, you must be a registered client with an active trading account. Ensure that you have relevant details, such as your client ID and transaction-related information, ready before filing the complaint.

### **3. Designated Email ID and Contact Details:**

You can file your complaint by sending an email to our designated email ID: [grievances@arhamshare.com](mailto:grievances@arhamshare.com). For any additional assistance or queries, you can reach our customer support team at 02616794000 or visit our office at U-8, Jolly Plaza, Athwagate, Surat-395001 where complaint register is maintained at helpdesk and client can enter their complaint in the same.

### **4. Procedure for Filing a Complaint:**

- a) Compose an email:
- b) Use the subject line: "Complaint - [Your Client ID]"
- c) Clearly state the nature of your complaint, providing specific details, dates, and any relevant supporting documents.
- d) Include your full name, contact information, and client ID in the email.
- e) Attach Supporting Documents:
- f) If applicable, attach scanned copies of relevant documents, such as contract notes, transaction receipts, or any other evidence to support your complaint.
- g) Review and Send:

Carefully review your complaint email to ensure all necessary information is included.

Send the email to [grievances@arhamshare.com](mailto:grievances@arhamshare.com).

### **5. Acknowledgment and Reference Number:**

Upon receiving your complaint, Arham Share Private Limited will send an acknowledgment email to confirm the receipt. The email may also contain a unique reference number for your complaint. Please use this reference number or your client ID for any future communication regarding the complaint.

### **6. Complaint Resolution Timeline:**

Arham Share Private Limited is committed to resolving complaints in a timely manner. Our standard resolution timeline is 7 business days from the date of receiving the complaint. Complex issues may require additional time, but we will keep you informed about the progress.

### **7. Checking Complaint Status:**

To check the status of your complaint, you can:

Email us at [grievances@arhamshare.com](mailto:grievances@arhamshare.com), mentioning your reference number/Client ID and inquiry about the status.

Contact our customer support team at 0261-6794000 and provide your reference number/Client Id for assistance.

**8. Escalation and Appeal Process:**

If you are not satisfied with the resolution or response provided, you may escalate the matter by:

Sending an email to Escalation Officer:

**Name:** Mr. Jitendra Chauhan

**Designation:** Operation Head

**Mail:** Jitendra@arhamshare.com

Clearly state the reasons for your dissatisfaction and include the reference number of the original complaint.

The escalation officer will review your case and respond accordingly.

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