

KJMC CAPITAL MARKET SERVICES LIMITED

**PROCEDURE FOR FILING A COMPLAINT ON
DESIGNATED EMAIL ID**

THE CLIENT SENT COMPLAINT ON DESIGNATED E-MAIL ID 'grievance@kjmc.com' FROM HIS/ HER REGISTERED EMAIL ID WITH TM.

ON RECEIPT OF COMPLAINT FROM CLIENT, TM FORWARD COMPLAINT TO CONCERNED RELATIONSHIP MANAGER/ BRANCH/ REGIONAL HEAD, SEEKING FACTS OF THE CASE AND TAKING UP WITH THE CLIENT TO RESOLVE THE ISSUES RAISED IN THE COMPLAINT.

IF THE COMPLAINT IS RESOLVED AT THEIR LEVEL, TM SHOULD GET THE SATISFACTION LETTER/ COMPLAINT RESOLV WITHDRAWAL FROM THE CLIENT WITHIN A REASONABLE TIME FROM THE DATE OF RECEIPT OF COMPLAINT I.E. WITHIN 30 DAYS.

IN CASE COMPLAINT IS NOT RESOLVED AT CONCERNED RELATIONSHIP MANAGER/ BRANCH/ REGIONAL HEAD, THEN TM. SEEK CLARIFICATION FROM THEM & PROVIDE EXPLANATION/ REPLY TO THE CLIENT WITHIN 30 DAYS.

IN CASE CLIENT IS NOT SATISFIED WITH RESPONSE/ RESOLUTION PROVIDED TO HIM/HER, THEN CLIENT MAY APPROCHED TO RESPECTIVEREGULATORY AUTHORITY/ EXCHANGES.