

## **Procedure for filing a complaint on designated email id/ Toll-free number**

Our Grievance Redressal Mechanism at Sharewealth Securities Ltd.

At Sharewealth Securities Ltd, client contentment drives us. Our centralized grievance redressal system, managed by our adept Head Office team, ensures swift and effective grievance handling. We value diverse channels for clients to express concerns, including the "Grievance Register" at branches. Verified entries reach the HO Grievance Redressal Desk.

Clients can directly connect with our Head Office via emails, letters, or calls. Complaint emails are posted on branch Notice Boards and our website. Immediate assistance is available through our customer care at Toll-Free 1800 121 2010 or Paid Line 0487-2436500. Find contact details at Contact Us <https://sharewealthindia.com/contact-us>

Our clear-cut escalation matrix eases grievance escalation. A case management system promptly acknowledges emails sent to dedicated ids.

For escalated complaints, regular updates and resolutions are communicated via email. Our commitment: resolve complaints within 30 days. At Sharewealth Securities Ltd, your satisfaction remains our unwavering goal.

