

Clients are requested to send their grievances related to their transactions in NSE/BSE/ MSEIL /MCX/NCDEX /NSDL/CDSL at the email address "[support@namsecurities.in](mailto:support@namsecurities.in)".

### **Detailed write up on Step-by-Step procedure for filing a complaint on a designated email id & finding out status of the complaint**

At Nam Securities Ltd, we prioritize client satisfaction and transparency. If at any point in time, a client wishes to raise a complaint or express concerns regarding any issue, we have established a process to address them promptly. We assure you that we will make every effort to resolve your query or complaint within 48 working hours. Here's the process:

#### **1. Lodge complaint/ grievances:**

For any kind of grievances/complaint against the company, the client may choose to send his grievances/complaint through any of the below mentioned mode:

- **a) Sending an email on our designated email Id for grievances viz [support@namsecurities.in](mailto:support@namsecurities.in)** The client may lodge his/her grievances/complaint by sending an email on the above email id from his/her registered email id quoting Unique Client Code (UCC) of his/her trading account &/or Client ID of his/her demat account; as the case may be or
- **b) Contacting our Customer Care Executives on helpline No: 011-23731122:** The client may contact our Customer Care Executive, telephonically, on the above mentioned Toll free No. and register his/her complaint/grievances; or
- **c) Visiting any of our dealing office of the company:** The client may visit the dealing office and register his/her complaint, in writing, on the Complaint Register maintained at the office; or
- **d) Written Letter by post/courier:** The Client may send his/her grievances/complaint by sending letter through Post/Courier addressed his/her dealing office directly to The Compliance Officer, Nam Securities Ltd, 213, Arunachal Building, Barakhamba Road, New Delhi-110001, India.

#### **2. Complaint registration:**

The complaint received in any of the above stated mode is sent to the centralized desk at Legal Department at Delhi and recorded with the relevant details, including customer information, complaint nature, date, and time. The client will receive an initial acknowledgment of his/her complaint. This acknowledgment will be through an automated email, informing the customer that the complaint has been received and registered.

#### **3. Investigation and evaluation:**

The complaint is assigned to the concerned official / department responsible for addressing the specific issue who will thoroughly investigate the complaint, gather relevant information, and evaluate its validity.

#### **4. Complaint Status:**

The client can check the complaint status by providing his Ucc/ Client ID via call on our Toll free helpline no. (011-23731122), email ([support@namsecurities.in](mailto:support@namsecurities.in)) visiting in person to the dealing office.

#### **5. Resolution and closure:**

After gathering the relevant facts/information/documents, and analysis of the same, the client is suitably replied or informed. If required, the settlement terms are discussed with the client for his/her confirmation or feedback regarding the same and resolved. The complaint is considered to be resolved where no response is received from the client within 30 days of the reply sent to the client and the case is closed.

#### **6. Escalation if required:**

If the client complaint cannot be resolved at the initial level, it may be escalated to a higher authority or specialized team for further investigation and resolution.

## **7. IGRP/Arbitration:**

In case the client is not satisfied with the reply/clarifications/resolution of his/her complaint, the client may opt to lodge his/her complaint to the respective exchange/depository or through SEBI Score portal and represent his/her case before IGRP of the exchange and if not satisfied with the IGRP Order, the client may choose to file Arbitration case as per procedure of the respective exchange.

**Filing complaints on SCORES - Easy & quick Link: [SEBI Scores 2.0](#)**

**(a)** Register on SCORES Portal **(b)** Mandatory details for filing complaints on SCORES (Name, PAN,Address, Mobile Number, Email-ID)

**(c)** Benefits - Effective Communication & Speedy redressal of the grievances

**(d)** For filing a dispute on Securities Market Online Dispute Resolution please click here : [SMARTODR](#)