

## **Complaint Filing Process**

A complaint can be raised by sending email to sanjay.parab@kbs.co.in. Our dedicated complaint desk team shall ensure to raise the ticket number within 1 hour and share with you the ticket number for your easy correspondence purpose. You shall receive an email reply or call back for your query raised or complaint registered with us. The Internal Turn-around time for this first response from Broker is within 3 hours or maximum 24 hours.

1. Our first level team shall speak with you or communicate and understand your complaint and query and answer and resolve them immediately if possible.
2. If the complaint / query is not getting resolved by the first level team, then they shall escalate to the senior level team immediately and they shall do the needful communication with client for resolution within 6 hours of escalation.
3. If the senior level team is unable to resolve within the given TAT, then the complaint resolution is escalated to the Compliance Officer / Director in charge to personally look into client complaint and do the best possible effort to resolve and satisfy the client's requirements.

For Complaints filing on phone, please call us on 022-40362626. You may also call us anytime on this number to find the status of your complaint resolution and expected time for resolution.

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