Filing Complaints at Sharekhan

Customers can approach Customer Service for their concerns via the following channels. Once the customer raises the concern via any channel, the interactions get recorded in Sharekhan's backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in any of their interactions with the Customer Service team.

Filing a Complaint via designated Email ID

1. In the first step, the customers sends an email to one of our designated Support Email IDs.

<table>
<thead>
<tr>
<th>Desk</th>
<th>Email ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td><a href="mailto:myaccount@sharekhan.com">myaccount@sharekhan.com</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:dpcall@sharekhan.com">dpcall@sharekhan.com</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:igc@sharekhan.com">igc@sharekhan.com</a></td>
</tr>
</tbody>
</table>

2. The email gets recorded in Sharekhan's backend systems and a unique Ticket ID is generated for the specific complaint.

3. While our teams get to work to resolve the complaint, the customer receives the unique Ticket ID in our reply. This ID can be used for future reference in any of their interactions with the Customer Service team.

Track the Status of a Complaint: Applicable for all modalities

Regardless of which modality has been used to raise a complaint, Sharekhan customers can track the status of their complaint as long as a Ticket has been raised.


2. Hover over the initials of your name on the top right of the screen and click Log My Request from the dropdown that appears:

3. Click the Track My Ticket button, as seen below, enter your Ticket ID and you’ll be able to know the status of your complaint.
Telephonic Support

Customers can reach out to our dedicated Support team via the numbers below:

<table>
<thead>
<tr>
<th>Desk</th>
<th>Number</th>
<th>Timings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td>022-41523200</td>
<td>Monday to Friday</td>
</tr>
<tr>
<td></td>
<td>022-41683500</td>
<td>8:30 AM to 5 PM</td>
</tr>
<tr>
<td></td>
<td>022-61151111</td>
<td></td>
</tr>
</tbody>
</table>

Live Chat Support

Customers can engage in instant messaging with our Support agents:

2. Click the Help option from the top-right of your screen.
3. From the options that appear, click Chat.
4. The following window will appear, where you can enter your query:
Webform Support

Customers can even fill a webform from the Help section, as follows:

2. Click the Help option from the top-right of your screen.
3. From the options that appear, click Leave A Query.
4. The following window will appear, where you can enter your query:
Log a Request

Logging a Compliant is easy:

2. Hover over the initials of your name on the top right of the screen and click Log My Request from the dropdown that appears:

3. Enter your query/complaint and hit the SUBMIT button.

Self Service Portals

Empowers customers to find answers, including a comprehensive knowledge base and FAQs:

2. On the top-right of the screen, click SUPPORT, as seen here:

3. The following FAQ window will open, which you can explore. The primary topics are listed on the left:
Feel It Say It (on the TradeTiger platform)

On TradeTiger, Sharekhan customers can submit their concerns to interact and seek assistance conveniently: