

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.

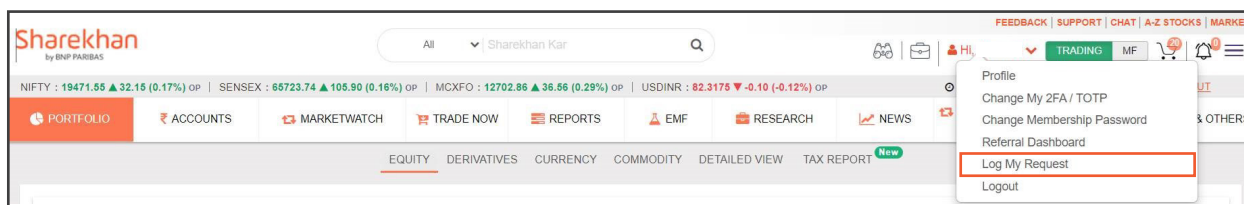
Desk	Email ID
Customer Service	myaccount@sharekhan.com dpcall@sharekhan.com igc@sharekhan.com

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.

1. Log in to the Sharekhan website: www.sharekhan.com.
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:

Desk	Number	Timings
Customer Service	022-41523200 022-41683500 022-61151111	Monday to Friday 8:30 AM to 5 PM

Live Chat Support

Customers can engage in instant messaging with our Support agents:

1. Log in to the Sharekhan website: www.sharekhan.com.
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:

chat.sharekhan.com/PreChatPage/Chat-Equity.asp

Sharekhan
by BNP PARIBAS

CUSTOMER SERVICE LIVE CHAT SUPPORT

Need Help!

Chat with our customer service representatives for information and assistance related to your trading account, products, services.

[Click here](#) for FAQ's and additional self help options.

Note:
Our chat service is available between 09:00 am to 05:00 pm from Monday to Friday.
[Click here](#) to write to us.

XXXXX XXXXX
XXXXX@XXXXX
Query description
Chat Now!

Webform Support

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

1. Log in to the Sharekhan website: www.sharekhan.com.
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:

Sharekhan
by BNP PARIBAS

REFER & EARN | SUPPORT | CHAT | A-Z STOCKS | BECOME A PARTNER

TRADE/INVEST

MARKET | NEW TO MARKET | SUPER INVESTOR | ACTIVE TRADER | MUTUAL FUNDS | RESEARCH | EDUCATION FIRST | PRODUCTS AND SERVICES

HELP

Your health, your accounts, your legal matters – you have professionals to manage all the things that are most important to you. Do you have an expert to manage your hard-earned money?

HELLO | LIVE CHAT | **LEAVE A QUERY** | WAY TO REACH US | SHAREKHAN CLASSROOM | LOCATE US

Get **ANSWER** in **24h**

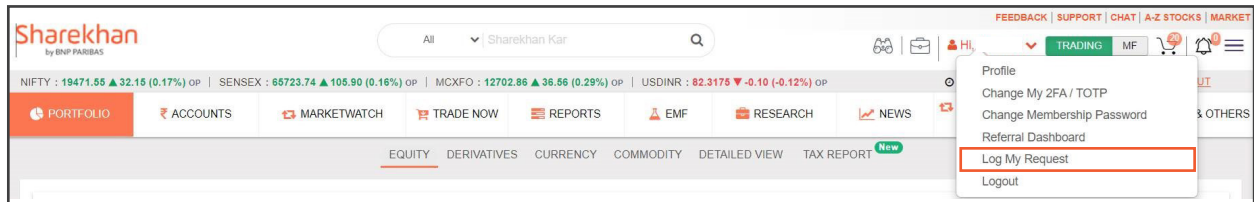
XXXXX XXXXX
XXXXX@XXXXX
XXXXXXXXXX
Query:
YG67S3
Captcha
SUBMIT

Connecting...

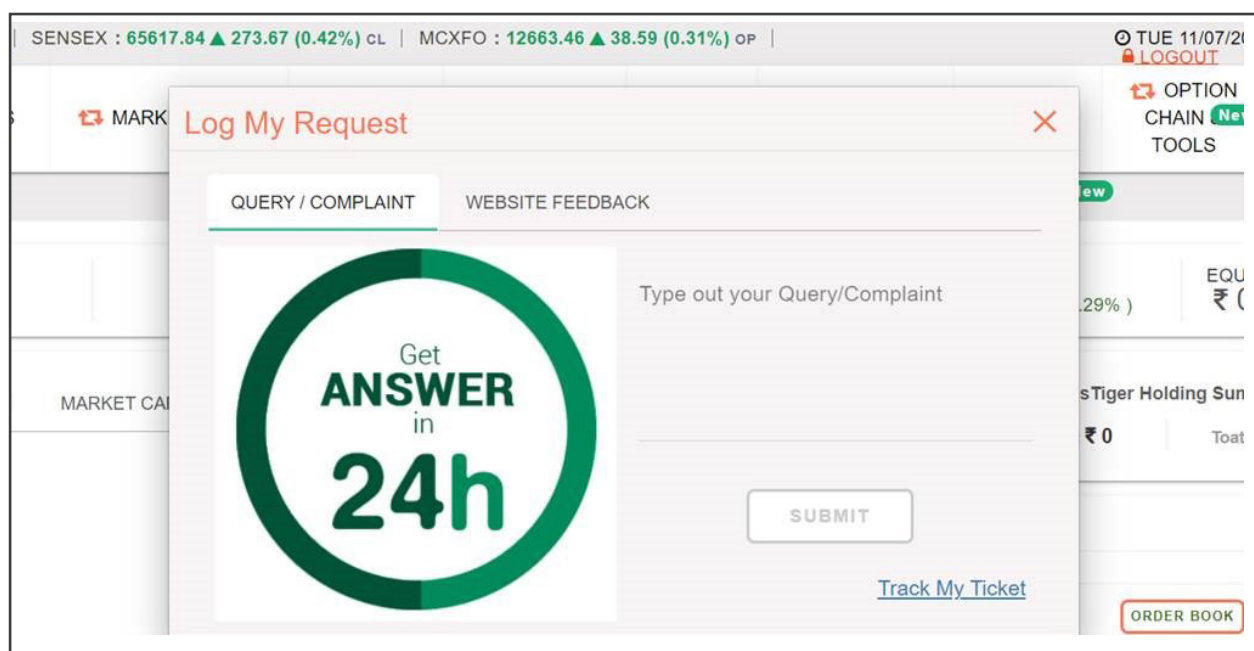
Log a Request

Logging a Compliant is easy:

1. Log in to the Sharekhan website: www.sharekhan.com.
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:



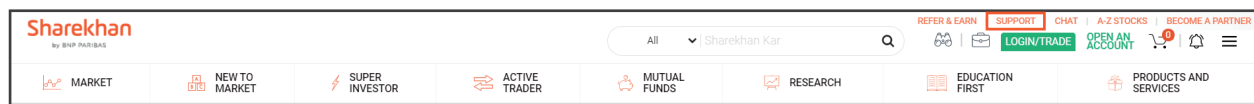
3. Enter your query/complaint and hit the **SUBMIT** button.



Self Service Portals

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

1. Visit www.sharekhan.com.
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:

GET IN TOUCH
022-41523200/500,
022-33054600,
022-61151111

022-41902300/022-41932600,
022-33054900
DIAL-N-TRADE

022-301
MUTUAL FUN

FREQUENTLY ASKED QUESTIONS

Having trouble? We're here to help

I am looking for

Account Opening

Product

Orders

Reports

Research

Login

Brokerage

Demat

Other

Derivative

Fund Transfer

ACCOUNT OPENING

- How to Open a Trading and Demat Account?
- How to open Trade tiger account?
- Where can I track the courier status of the welcome kit?
- Where can I check the POD details of the welcome kit?
- When will I get welcome kit?
- Know about HNI advisory?
- Know about investor classic?
- What are the contents of welcome kit?

Feel It Say It (on the TradeTiger platform)

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

LEARN THE SKILLS TO TRADE WITH CONFIDENCE

Attend a free Power Hour to know more

REGISTER NOW

For detailed disclaimer log on to [www.sharekhan.com](#)
*This facility is provided by Sharekhan Education

Feel It Say It - Query/ Complaint

Let us know your Query/ Complaint to serve you better

Query/ Complaint Area : <<< Select Category >>>

Please let us know your comment, *

Your Account Information:

Login ID :

Customer ID :

Customer Name :

Email ID :

Contact No :

[Click here to Update](#)

[Submit](#) [Cancel](#) [Proxy Settings](#)

Below captured screenshot will be sent to us with feedback, help us to serve you better

[Refresh it now/ Use F10 to refresh](#)

Disclaimer: We capture only the screenshot of TradeTiger and not any personal information from your system.