

Filing Complaints at Mirae Asset Sharekhan

You can approach Customer Service for your concerns via the following channels. Once you raise a concern via any channel, your interactions get recorded in Mirae Asset Sharekhan’s backend. You will then receive a Ticket ID for every interaction, which can be used for future reference in any of your further interactions with the Customer Service team.

Filing a Complaint via designated Email ID

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

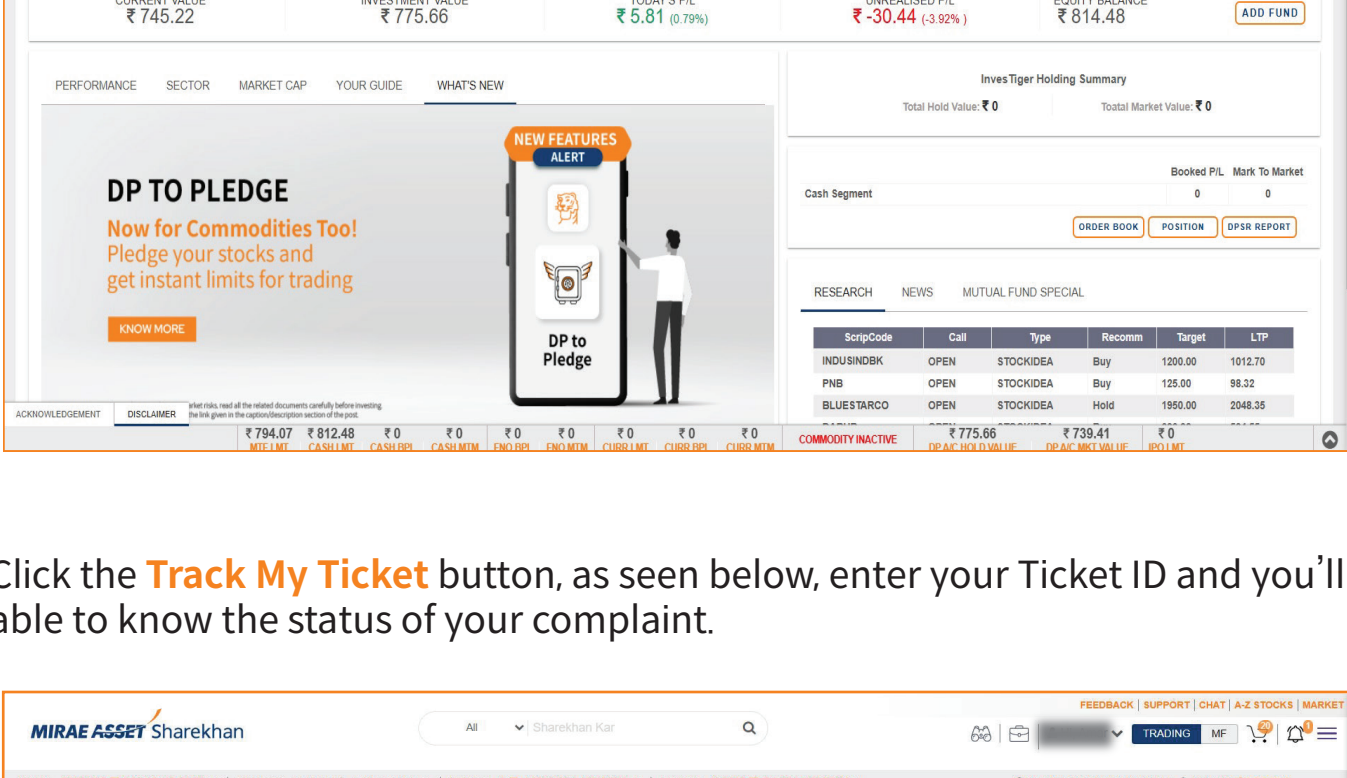
Desk	Email ID
Customer Service	myaccount@sharekhan.com dpcall@sharekhan.com igc@sharekhan.com

2. Your email will be recorded in Mirae Asset 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, you will receive the unique Ticket ID in our reply. This ID can be used for future reference in any of your further interactions with the Customer Service team.

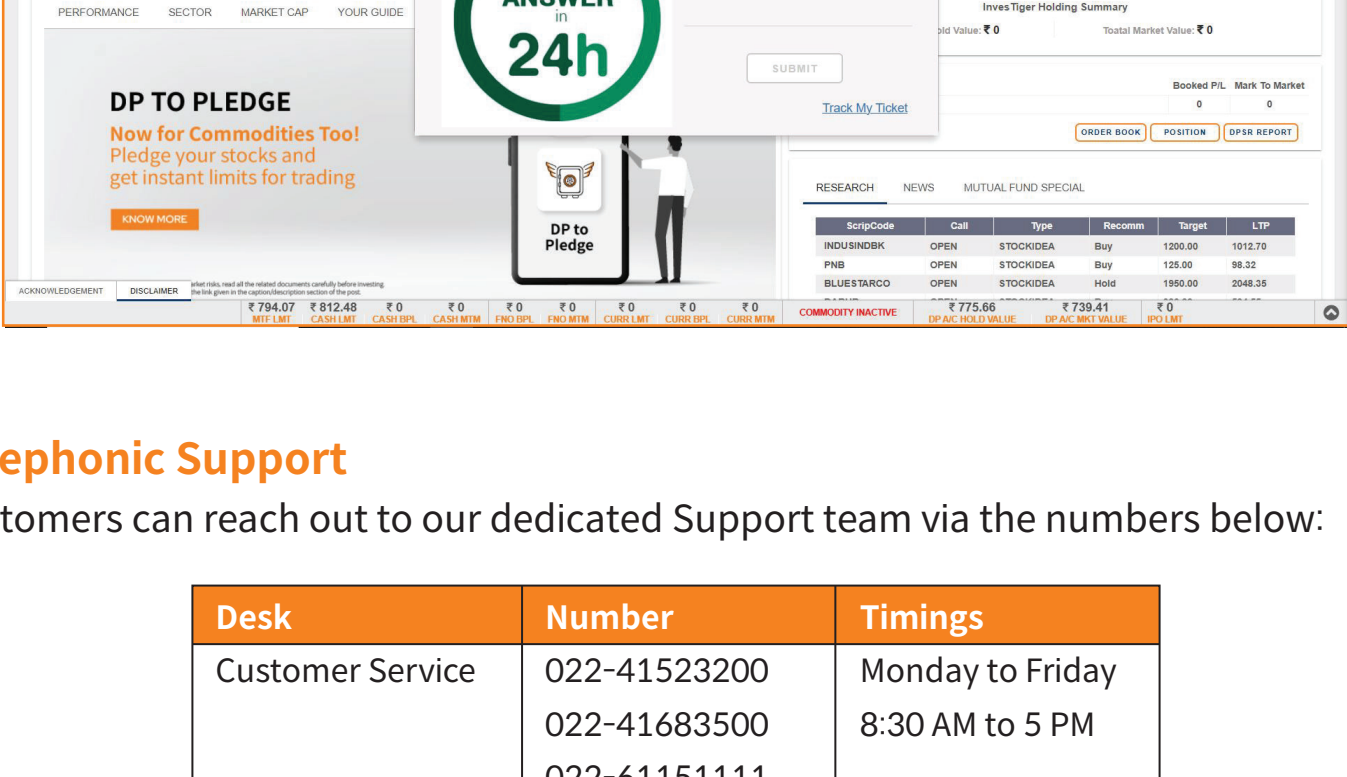
Track the Status of a Complaint: Applicable for all modalities

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

1. Log in to the Mirae Asset 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.



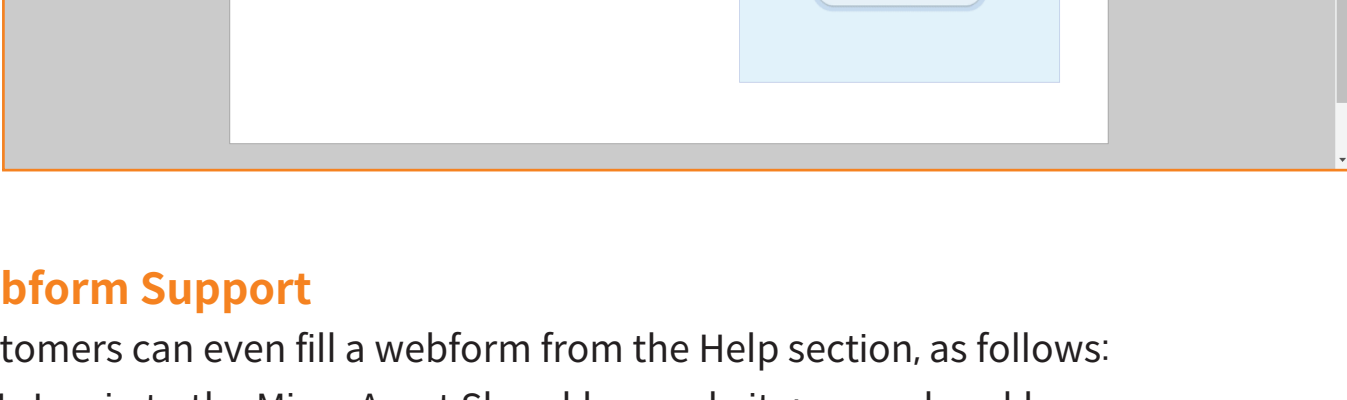
Telephonic Support

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

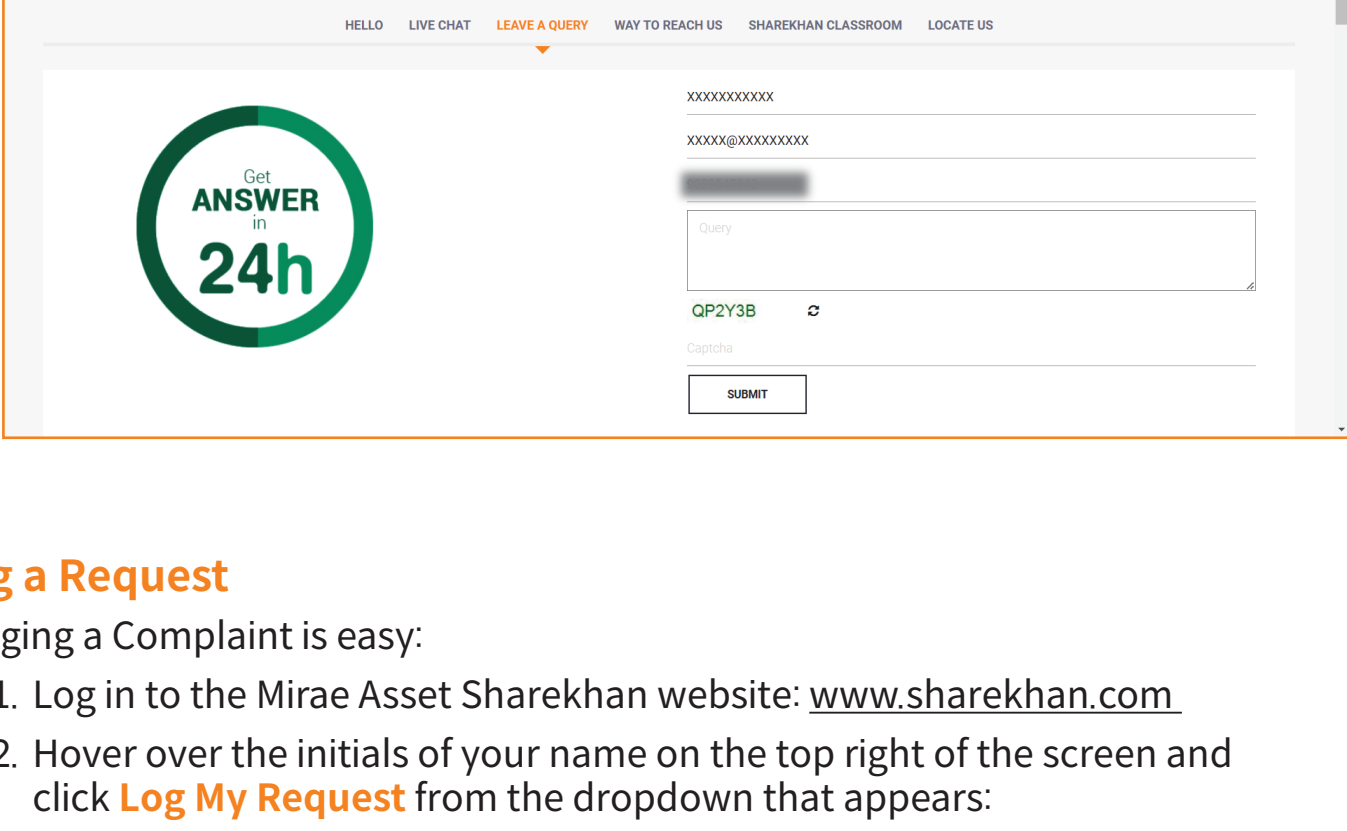
Live Chat Support

- Customers can engage in instant messaging with our Support agents:
1. Log in to the Mirae Asset 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:



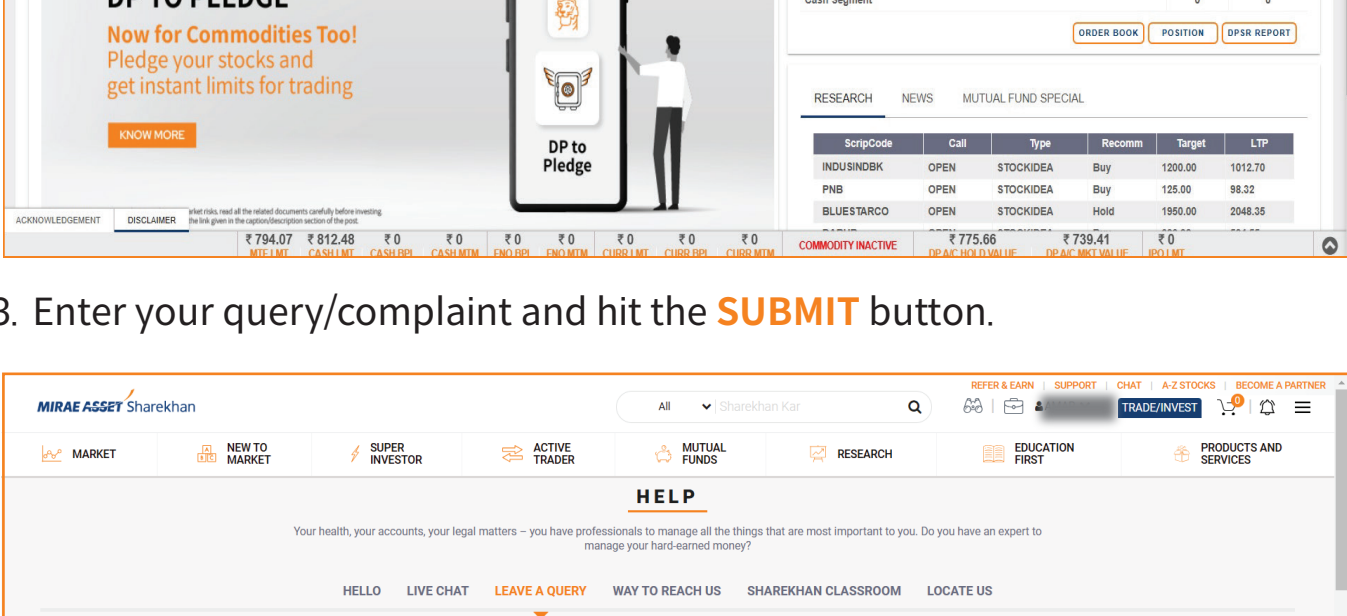
Webform Support

- Customers can even fill a webform from the Help section, as follows:
1. Log in to the Mirae Asset 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:

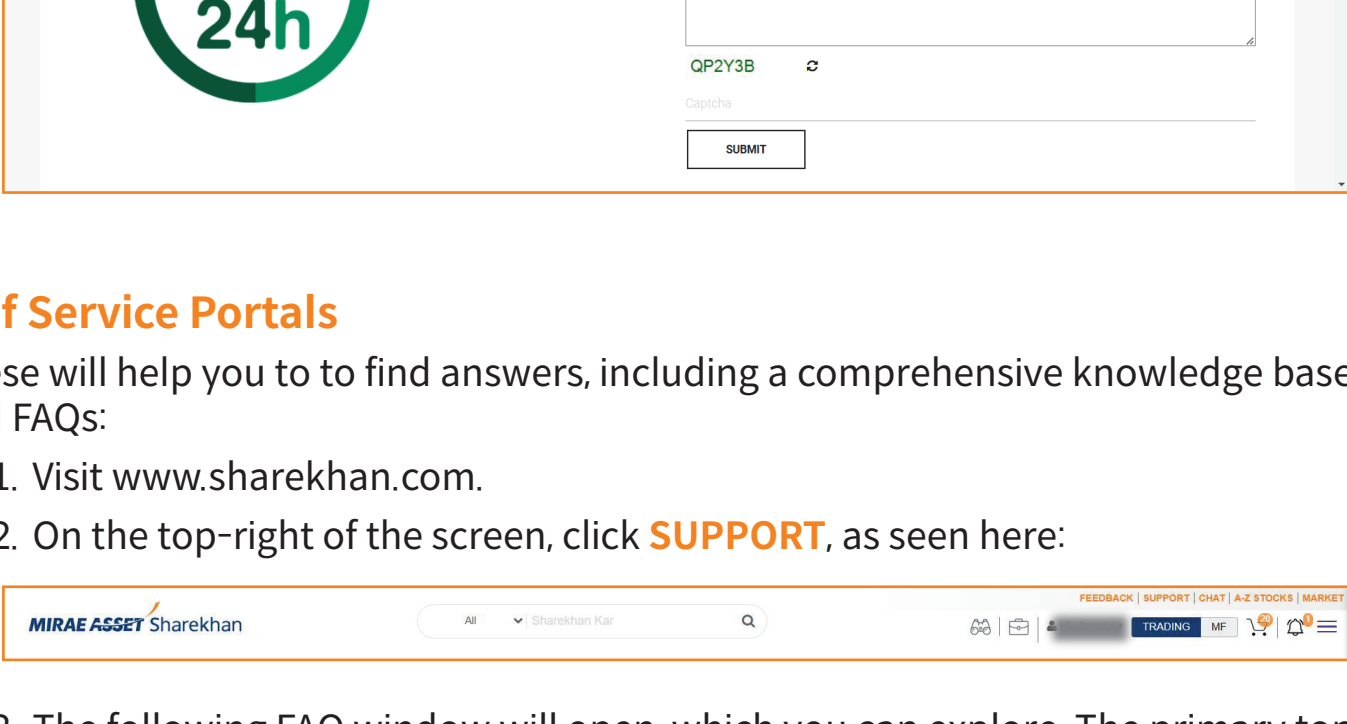


Log a Request

- Logging a Complaint is easy:
1. Log in to the Mirae Asset 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:



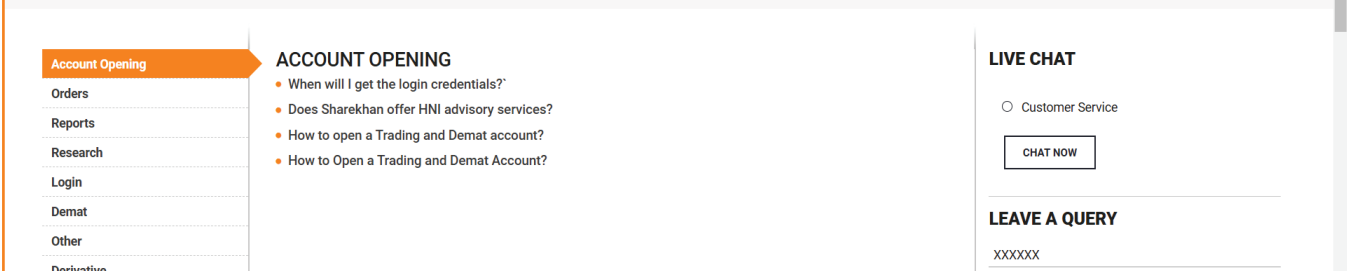
3. Enter your query/complaint and hit the **SUBMIT** button.



Self Service Portals

These will help you 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:



Feel It Say It (on the TradeTiger platform)

On TradeTiger, you can submit your concerns to interact and seek assistance conveniently:

