

# 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.

Email ID
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:

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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.

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### **Telephonic Support**

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

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

#### **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:

MIRAE ASSET Sharekhan CUSTOMER SERVICE LIVE CHAT SUPP	ORT
Need Help!	_
Chat with our customer service representatives for information and assistance related to your trading account, products, services.	
Note: Our chat service is available between 09:00 am to 05:00 pm from Monday to Friday. <u>Click here</u> to write to us.	Query description
	Chat Nowl

#### 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:

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MARKET	NEW TO MARKET	SUPER INVESTOR		HUTUAL FUNDS	RESEARCH	EDUCATION FIRST	PRODUCTS AND SERVICES
				HELP			
	Yo	ur health, your accounts, your leç	jal matters – you have profess mana	sionals to manage all the things age your hard-earned money?	s that are most important to you. Do	you have an expert to	
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#### Log a Request

Logging a Complaint is easy:

- 1. Log in to the Mirae Asset Sharekhan website: <u>www.sharekhan.com</u>
- 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:

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

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HARKET	NEW TO MARKET	INVESTOR		FUNDS	RESEARCH	FIRST	SERVICES
		Your health, your accounts, your le		HELP essionals to manage all the things anage your hard-earned money?	gs that are most important to you. D	o you have an expert to	
		Your health, your accounts, your le	mar	essionals to manage all the thing: anage your hard-earned money?		o you have an expert to	

ANSWER	XXXXX@XXXXXXXX
24h	Query
	QP2Y3B Captcha
	SUBMIT

### **Self Service Portals**

These will help you to 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:

/			FEEDBACK   SUPPORT   CHAT   A-Z STOCKS   MARKET
MIRAE ASSET Sharekhan	All 🗸 Sharekhan Kar	Q	

3. The following FAQ window will open, which you can explore. The primary topics are listed on the left:

MIRAE ASSET Sharek	han	▲A TRADE/INVEST
	SUPPORT	
	FREQUENTLY ASKED QUE Having trouble? We're here to help	STIONS
	I am looking for	
Account Opening Orders Reports Research Login	ACCOUNT OPENING • When will I get the login credentials?' • Does Sharekhan offer HNI advisory services? • How to open a Trading and Demat account? • How to Open a Trading and Demat Account?	Customer Service
Demat Other		LEAVE A QUERY
Derivative		XXXXXX
Fund Transfer		XXXXXX@XXXXXXX
Market Watch		and the second sec
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# Feel It Say It (on the TradeTiger platform)

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

