

NIRMAL BANG GROUP

PROCEDURE FOR FILING A COMPLAINT ON DESIGNATED EMAIL ID

THE CLIENT SENT COMPLAINT ON DESIGNATED E-MAIL ID 'CONTACT@NIRMALBANG.COM' FROM HIS/ HER REGISTERED EMAIL ID WITH TM.

ON RECEIPT OF COMPLAINT FROM CLIENT, TM FORWARD COMPLAINT TO CONCERNED RELATIONSHIP MANAGER/ BRANCH/ REGIONAL HEAD, SEEKING FACTS OF THE CASE AND TAKING UP WITH THE CLIENT TO RESOLVE THE ISSUES RAISED IN THE COMPLAINT.

IF COMPLAINTS ARE BELONGS TO AUTHORISED PERSON/ SUB BROKER, THEN TM. FORWARD THE COMPLAINT TO CONCERNED INTERMEDIARY & FOLLOW UP WITH THEM FOR FINDING FACT OF THE CASE AND FOR RESOLVING THE SAME AT THE EARLIEST

IF THE COMPLAINT IS RESOLVED AT THEIR LEVEL, TM SHOULD GET THE SATISFACTION LETTER/ COMPLAINT RESOLVED/ WITHDRAWAL FROM THE CLIENT WITHIN A REASONABLE TIME FROM THE DATE OF RECEIPT OF COMPLAINT I.E. WITHIN 30 DAYS.

IN CASE COMPLAINT IS NOT RESOLVED AT CONCERNED RELATIONSHIP MANAGER/ BRANCH/ REGIONAL HEAD/ AUTHORISED PERSON/ SUB BROKER LEVEL, THEN TM. SEEK CLARIFICATION FROM THEM & PROVIDE EXPLANATION/ REPLY TO THE CLIENT WITHIN 30 DAYS.

IN CASE CLIENT IS NOT SATISFIED WITH RESPONSE/ RESOLUTION PROVIDED TO HIM/HER, THEN CLIENT MAY APPROCHED TO RESPECTIVE REGULATORY AUTHORITY/ EXCHANGES.