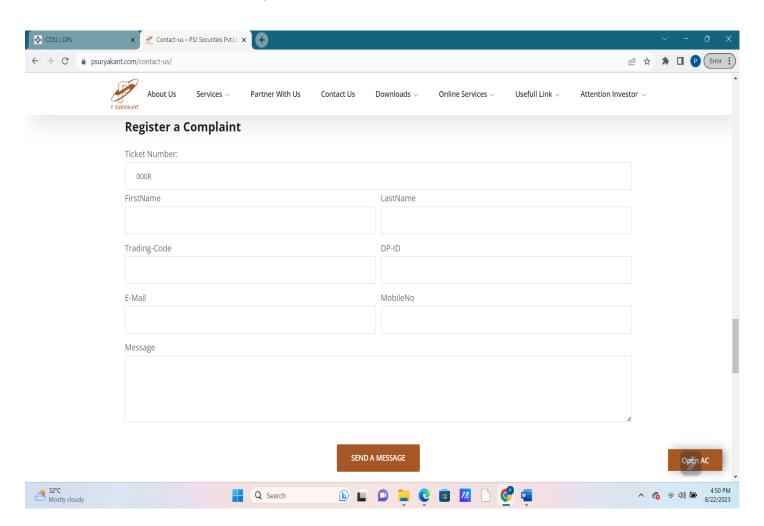
## PROCEDURE FOR FILING A COMPLAINT

The customer can file a complaint via the following channels:

- 1) Send an email on grievances@psuryakant.com
- 2) Alternatively, you can file a complaint by visiting our website https://www.psuryakant.com/contact-us/:
  - Register a complaint facility is available.
  - Fill up the details such as name, Trading Code, Client ID, email & mobile no., complaint details in Message column.
  - Click on "Send a Message" tab.



- Please take note of ticket no. displayed in the "Ticket Number" column.
- > You will receive an acknowledgement mail confirming receipt of your complaint. The TICKET NUMBER will also be quoted in the mail.
- You will receive a call from our customer care executive to help us redress your complaint.
- Acknowledgment will be sent on your email id once the grievance is escalated / resolved.

➤ You can also know the status of your complaint by sending a mail to psuryakantdp@gmail.com mentioning your Ticket Number or contacting us on our Customer Care Contact No.

## **PROCESS FLOW:**

