

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.

The screenshot shows a web browser window with the URL [psuryakant.com/contact-us/](https://www.psuryakant.com/contact-us/). The page title is "Register a Complaint". The form contains the following fields:

- Ticket Number:
- FirstName:
- LastName:
- Trading-Code:
- DP-ID:
- E-Mail:
- MobileNo:
- Message:

At the bottom of the form, there are two buttons: "SEND A MESSAGE" and "Open AC". The browser's taskbar at the bottom shows the system tray with a temperature of 32°C, a search bar, and various application icons. The system clock indicates 4:50 PM on 8/22/2023.

- 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:

