

## **PROCEDURE FOR FILING A COMPLAINT AT GAINN**

To file a complaint email on designated email id [grievances@mygainn.com](mailto:grievances@mygainn.com)

The following details to be emailed along with details and concerns of complaint.

1. Client code
2. BO Id / Demat Account no
3. Client / BO Name
4. Client Pan
5. Client Address
6. Client Mobile number
7. Client Email Id
8. Complaint Details must include the following :
  - a. Trade date or Transaction date
  - b. If any Scrip, Qty and Rate dispute in regards to contract note, then details of the same.
  - c. Exchange and segment details
  - d. Complaint pertains to which period / year
  - e. Scrip details, if applicable
  - f. Any other details as applicable.

On receipt of email, Grievance Desk will email confirmation of receipt of email along with Compliant Ticket number.

For, Speedy redressal of the grievances you can also directly contact number : **02269107951** and talk to **our Compliance Officer and Customer Care.**

## **PROCEDURE FOR FINDING COMPLAINT STATUS**

1. You may email Status of Compliant Ticket number \*.\* on email [grievances@mygainn.com](mailto:grievances@mygainn.com) to check the status of complaints (whether pending / resolved)
2. Alternatively, you may call on 02269107951 and Compliant Ticket number \*.\* to know your status.