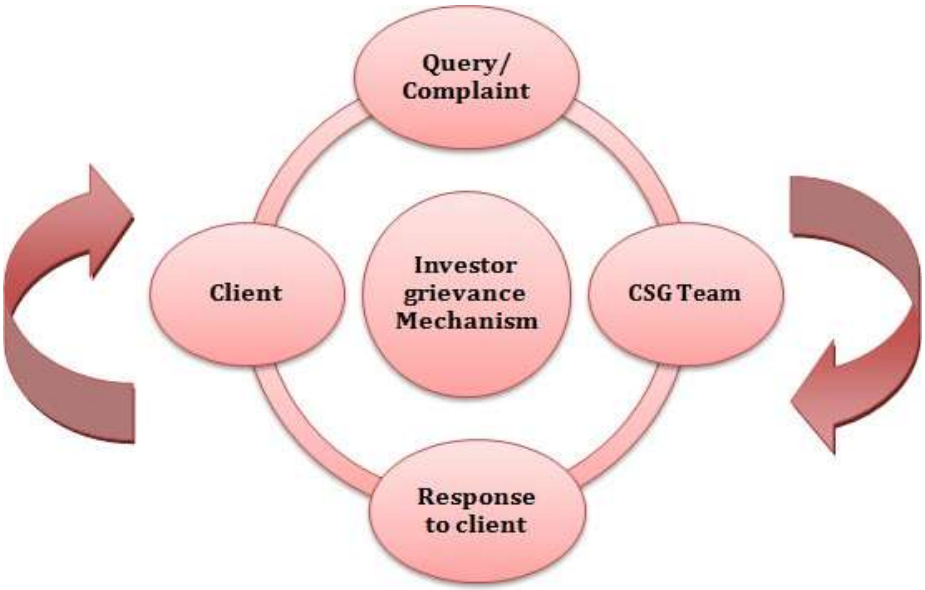
The Complaint/Query Flow chart:



Procedure for filling a complaint:

A. Clients can raise the Complaints/Queries through following sources:

i. Call – Clients can call us on 022- 68545555 between 9.30 AM to 5.30 PM.

ii. Emails – helpdesk@sbicapsec.com
Dp.Grievance@sbicapsec.com(for related complaints/Queries)
complaints@sbicapsec.com
escalations@sbicapsec.com

Web Portal - https://www.sbisecurities.in/contact-us

iii. For reporting any cyber-related issues /grievances, please contact us at: cybersecurity@sbicapsec.com

iv. Letters on Postal address- SBICAP Securities Ltd, B Wing, 12th Floor Marathon Futurex, N M Joshi Marg, Lower Parel, Mumbai 400013

Procedure for Tracking of Complaint Ticket:

Once an email is received from the client with regards to query or compliant, the system generates the ticket number which is unique in nature. All the subsequent communication done with the client with regards to the said query or compliant the ticket number is always mentioned so that the clients are aware of the resolution and it is easy for us to track the resolution and the TAT in resolving the client query.

Client can also raise a query by mentioning the system generated ticket number at the first instance. Once the client is satisfied of the resolution provided, the ticket is closed.