



## PRARAMBH SECURITIES

### **Procedure for filing a complaint on designated email id/ Toll-free number**

The Mr. Nikunj Parikh – Compliance Officer shall be the designated officer for handling the Investors Grievances.

The resolution of the Complaint shall be done at the earliest and the same shall be recorded in the register along with the date of resolution

Prarambh Securities Private Limited has a dedicated email id i.e.

[compliance@prarambhsec.com](mailto:compliance@prarambhsec.com), [ig@prarambhsec.com](mailto:ig@prarambhsec.com) and dedicated helpline number (022-62595900) to address client complaints/grievances in a timely and efficient manner.

- A customer may lodge complaint via various means such as Phone, Email, Letter (in writing), visiting office incase he/she is not satisfied with the services provided by PSPL and/or his query not properly addressed.
- All complaints (received via any of the above-mentioned modes) are recorded by PSPL in a complaint register.
- If the client is not satisfied with the response from the connect team client can further raise this issue on [krunal@prarambhsec.com](mailto:krunal@prarambhsec.com)
- After analyzing the complaint and gathering the requisite information/data to find facts of the complaint, response is sent to the complainant.
- All details are also mentioned on website [www.prarambhsec.com](http://www.prarambhsec.com)

### **Procedure for finding out status of the complaint**

Whenever the customer needs to know the status of the complaint, he/she can contact PSPL at the dedicated email contact number.