

## **Steps for Filing a Complaint/ Grievances**

### ***Step 1: Contact Customer Service***

Any complaint or grievance shall be raised by sending an email on our designated email id [info@lalkarsecurities.com](mailto:info@lalkarsecurities.com)

### ***Step 2: Resolution within prescribed Time Limit***

We aim to resolve your complaint within the prescribed time limit from the date of receipt.

### ***Step 3: Escalation Matrix***

If your issue remains unresolved, you can escalate it to the next level(s).

#### **Escalation Levels:**

- Level 2: Head of Client Servicing | Contact No. 022-40322625 | Email: [cdsl@lalkar.in](mailto:cdsl@lalkar.in)
- Level 3: Compliance Officer | Contact No. 022-40322623 | Email: [compliance@lalkar.in](mailto:compliance@lalkar.in)
- Level 4: CEO | Contact No. 40322613 | Email: [kthacker@lalkar.in](mailto:kthacker@lalkar.in)

### ***Step 4: End of the Procedure***

If your concern is addressed and resolved to your satisfaction, the complaint process ends here.

### ***Step 5: Further Escalation***

If you are not satisfied with the resolution at any level, you have the option to escalate the matter to the next level as per the defined matrix.

### ***Step 6: Escalation***

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:

SEBI: <https://scores.gov.in/scores/Welcome.html>

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>,

BSE: <https://bsecrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>,

MCX: <https://www.mcxindia.com/Investor-Services> and

CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>.

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

For Online dispute Resolution platform - <https://smartodr.in/login>