

## Registration of your grievances with IDBI Capital

- i. IDBI Capital has a designated email id namely [redressal@idbicapital.com](mailto:redressal@idbicapital.com) & [compliance@idbicapital.com](mailto:compliance@idbicapital.com) to handle the complaints / queries of its clients
- ii. This email id is mentioned on the website of the Company under the tab : <https://www.idbidirect.in/Contact-Us.aspx>
- iii. Client may write their queries / complaints on the above mentioned email id.
- iv. In case any new complaint is received, proactive action is taken to resolve the complaint on or before prescribed time limit of 30 days from the date of receipt of complaint.
- v. You can also call Toll Free No. 1800-22-3366, 022-3913 5001, 1800 200 3388 (from other landlines and GSM) Standard charges applicable)
- vi. Apart from the above options, if it is felt necessary , you can also send the communication in physical form, the same may be sent to IDBI Capital Markets & Securities Ltd. 6th Floor , Cuffe Parade, Mumbai – 400 005 addressed to Redressal desk.

## **Types of Investor Grievances / Complaints: -**

1. Non-receipt / delay in payment
2. Delay in refund of margin payment
3. Non settlement of accounts
4. non-receipt / delay in delivery or transferring securities
5. non-receipt of documents
6. Non receipt of Bills/ Contract notes
7. Non receipt of Account statements
8. Non receipt of copies of Rights & Obligation Documents.
9. Unauthorized trades / misappropriation
10. Service-related issue.
11. Excess brokerage
12. non-execution of order
13. Wrong execution of order
14. Connectivity / system related problem
15. non-receipt of corporate benefits
16. Other service defaults
17. Closing out / squaring up
18. Dispute in Auction value / close out value
19. Non implementation of arbitration award
20. Others

**Escalation handling process flow**

