

## **Procedure for Filing a Complaint and Checking Status via Designated Email ID & finding out status of the complaint etc.**

Filing a complaint with your stockbroker is an essential process to resolve any issues or concerns related to your trading account, transactions, or services. Most stockbrokers provide a designated email ID to handle customer complaints efficiently. Here's a step-by-step guide on how to file a complaint and check its status:

### **Step 1: Identify the Designated Email ID**

Visit your stockbroker's website or refer to any communication you've received from them to identify the designated email ID for complaints. It is usually mentioned in the contact section or investor grievance section. Our designated email id is [i.g.cell@vertexbroking.com](mailto:i.g.cell@vertexbroking.com)

### **Step 2: Compose the Complaint Email**

Craft a well-structured email that includes the following details:

- a. Your full name, trading account number, and registered contact details.
- b. A clear and concise subject line indicating it's a complaint (e.g., "Complaint Regarding Account Access Issue").
- c. A detailed description of the complaint, including relevant dates, transaction IDs (if applicable), and any supporting documents or screenshots that can help understand the issue.
- d. State the desired resolution or action you expect from the stockbroker.

### **Step 3: Attach Supporting Documents (if applicable)**

If your complaint involves any financial transactions, errors, or discrepancies, attach relevant documents to support your claim. This may include contract notes, trade confirmations, bank statements, or any other evidence.

### **Step 4: Send the Email**

Double-check the email for accuracy and ensure you have provided all the necessary information. Send the complaint email to the designated email ID.

### **Step 5: Confirmation and Acknowledgment**

Upon receiving your complaint, the stockbroker should acknowledge receipt of your email within a specified timeframe (usually within 24-48 hours). The acknowledgment may contain a reference or ticket number for future communication.

## **Step 6: Investigation and Resolution**

The stockbroker's team will investigate your complaint thoroughly. Depending on the complexity of the issue, resolution times may vary. They will keep you updated throughout the process.

## **Step 7: Response and Resolution**

Once the investigation is complete, you should receive a response from the stockbroker with their findings and proposed resolution. If the complaint is valid, they will outline the steps they will take to address the issue.

### **Checking Status of the Complaint:**

You may inquire about the status of your complaint by following these steps:

1. Use the reference or ticket number provided in the acknowledgment email.
2. You can contact the head office via emails, letters or calls. Our dedicated customer support team will handle the grievance
3. Send a follow-up email to the designated email ID, requesting an update on the complaint's status.
4. We have a dedicated customer support team and the escalation matrix details are provided in the contact section of our website [www.vertexbroking.com](http://www.vertexbroking.com) under the link: <https://www.vertexbroking.com/Home/Contact>