



Procedure for Filing a Complaint with us
(Email Id for Investor Grievances - isfl_invgrv@indsec.co.in)

Step 1: Send Email for filing a Complaint.

In case of any trade related / demat account related complaint for accounts held with us, you can send a mail on our Investor Grievance ID isfl_invgrv@indsec.co.in with subject as “**Complaint w.r.t. Trading Account bearing UCC: ___ / PAN : ___**) (for Trading Account) OR “**Complaint w.r.t. Demat Account bearing BO ID : ___ / PAN : ___**) (for Demat Account). Kindly mention entire complaint details at length and attach all relevant supporting documents (if any).

Step 2: Acknowledgement of a complaint

For every valid complaint, we will acknowledge the same and provide you complaint tracking number in the format of <ddmmyyy_sn>, which you need to mention in all future communication. You are requested to not to edit subject line of acknowledgement email for better tracking and follow-up purpose.

Step 3: Redressal of Complaint

Our dedicated team will go through the complaint and provide suitable explanation to amicably redress the complaint at the earliest but not later than 30 days from the date of initial complaint / receipt of additional information.

Step 4: Escalation at Indsec

In case your complaint is not redressed due to any reason, you may escalate the same as per escalation matrix provided on URL: <http://www.indsec.co.in/contact-us>.

Step 5: Escalation (Stock Exchange / Depository / SEBI)

In case your are not happy with the closure of complaint by Indsec, you can escalate further by filing suitable complaint with Stock Exchanges / Depository / SEBI (Links provided on URL: <http://www.indsec.co.in/contact-us>).

(For More Details about Grievance Redressal Mechanism / Investor Complaint Data – kindly refer Investor Charter as provided on URL : <http://www.indsec.co.in/investors.aspx>)

Flow Chart for Filing a Complaint with Us

Send Detailed Email for filing a Complaint (Email ID: isfl_invgrv@indsec.co.in) with subject as:

“Complaint w.r.t. Trading Account bearing UCC: ___ / PAN : ___) (for Trading A/c.)
OR
“Complaint w.r.t. Demat Account bearing BO ID : ___ / PAN : ___) (for Demat A/c.)

Acknowledgement of a Complaint with tracking number

Whether Complaint Redressed within 30 Days of Initial Complaint / Providing Additional Fresh Information?

No

Yes

Escalate as per Escalation Matrix

Are you Satisfied with the Resolution?

No

Yes

Escalate further by filing suitable complaint with Stock Exchanges / Depository / SEBI

End