



STEP-BY-STEP PROCEDURE TO FILE AND TRACK A COMPLAINT **MANDOT SECURITIES PRIVATE LIMITED**

At Mandot Securities Private Limited, customers have two convenient ways to file complaints and seek resolution for their queries or grievances. The company offers a streamlined process through which clients can express their concerns and receive timely assistance. The two methods for filing complaints are via email and through the support ticket system on the company's website.

METHOD 1: FILING A COMPLAINT VIA EMAIL

Step 1: Visit the Mandot Securities Private Limited Website

Go to the official website of Mandot Securities Private Limited at www.mandotsecurities.com.

Step 2: Navigate to "Contact" Page

Locate and click on the "Contact" option available on the website. This will direct you to the contact page.

Step 3: Scroll Down to "Investor Grievance Escalation Matrix" Box

Scroll down the contact page until you find the "Investor Grievance Escalation Matrix" box. This section is specifically designed to provide customers with contact details for escalating queries or complaints.

Step 4: Find the Email Address for Complaints

Within the "Investor Grievance Escalation Matrix" box, look for the email address info@mandotsecurities.com which is designated for sending complaints.

Step 5: Compose an Email

To initiate the complaint process, customers can draft an email detailing their query or complaint. Providing essential information such as full name, contact number, and either the Unique Client Code (UCC) or client code helps in identifying the client account.

Step 6: Send Email to info@mandotsecurities.com

The designated email address for complaints, info@mandotsecurities.com, is the direct point of contact for customers. By sending the email to this address, clients ensure that their concerns reach the dedicated staff responsible for handling complaints and queries.

Step 7: Complaint Registration and Support Ticket

Upon receipt of the customer's email, the Company raise a support ticket on behalf of the client, ensuring the complaint is formally registered and promptly addressed.

Step 8: Receive acknowledgement from MSPL

As part of the acknowledgment process, Mandot Securities Private Limited sends an email response to the customer serving as proof of the complaint registration and enabling easy tracking of the complaint's progress.



METHOD 2: FILING A COMPLAINT THROUGH SUPPORT TICKET

Step 1: Visit the Mandot Securities Private Limited Website

Go to the official website of Mandot Securities Private Limited at www.mandotsecurities.com.

Step 2: Navigate to "Quick links" and Click on "Complaint"

Locate and click on the "Quick links" option on the website. Then, click on "Complaint," which is typically located on the bottom left-hand side of the page.

Step 3: Fill in Contact Information

On the page, fill in your contact details, including full name, email address, and mobile number.

Step 4: Select issue and Department

Under "issue Topic," choose the relevant option that corresponds to your complaint or query. There are different departments listed, such as back office, DP, IT, Finance, and Accounts. Select the one that best matches your issue.

Step 5: Describe the Issue

In the space provided, describe your issue in detail, providing all relevant information for better understanding.

Step 6: Attach Supporting Documents (If Applicable)

If you have any supporting documents related to your complaint, such as screenshots or transaction records, attach them to the complaint form. This will help in a better assessment of the problem.

Step 7: Enter Captcha Details

Enter the captcha details as shown on the screen to verify that you are not a robot.

Step 8: Click "Submit"

After ensuring that all details are accurately filled, click on "Submit." This will initiate the process to create your support ticket for the complaint. You will also receive you will receive acknowledgment of the complaint registration in your mail ID so provided.

Step 12: Prompt Response

Within approximately 5 minutes of raising the ticket, expect to receive a call from Mandot Securities Private Limited's customer support team. They will acknowledge your complaint, discuss the details, and offer further assistance in resolving the issue.

TRACKING THE COMPLAINT:

Once the complaint is registered by any of the two methods, customers can track its progress through the mail provided in both the cases. The support ticket system allows clients to access real-time updates regarding the status of their complaints.

STEPS TO TRACK THE STATUS OF THE COMPLAINT:

Step 1: Check Your Email Inbox

After registering your complaint via email or the support ticket system, check your email inbox for the acknowledgment email sent by Mandot Securities Private Limited.

Step 2: Locate the "View This Ticket Progress Online" Link

In the acknowledgment email, look for a blue link or hyperlink that reads "View This Ticket Progress Online". Click on the provided blue link. This will redirect you to a designated webpage or a dialog box that allows you to access the ticket tracking system.

Step 3: Dialog Box Appearance

Upon clicking the link, a dialog box will appear on your screen. This dialog box will contain the complete details of your complaint, including the current status, actions taken, communications made, and any updates related to the resolution process.

Step 4: Review the Complaint Status

Within the dialog box, carefully review the information provided to understand the current status of your complaint. You can track the progress made by Mandot Securities Private Limited in addressing your concern. Depending on the ticket tracking system, you may have access to further details, including timestamps of actions taken, notes from support staff, and any attachments related to the complaint resolution process.

