

## **Procedure for Filing a Complaint:**

### **Step 1:**

A Investor (Complainant) can file/ lodge a complaint in various ways as mentioned below:

1. Via Call at the Customer Care number (022 68948545)
2. Via Email at [grievances@comfortcommotrade.com](mailto:grievances@comfortcommotrade.com) by his/her registered Email Id
3. Via courier/post at our Head office or any nearest Branch
4. Via Investor Grievances Escalation Matrix displayed on the website.
5. Via any regulator e.g. SEBI/CDSL/NSDL/NSE/BSE/MCX/NCDEX.

### **Step 2:**

The complainant needs to mandatorily provide or mention his/ her Name, UCC, BOID, PAN, Email Id and Mobile number while lodging a complaint through any of the modes mentioned above.

### **Step 3:**

A correspondence either by E-mail or any other channel of communication (where audit trail can be maintained), shall be made with the complainant who has submitted a written query/ complaint acknowledging receipt of the complaint with a Query Id.

## **Process to find the status of the Complaint:**

Once the Query id is generated, the complainant can check/track the status from their respecting login which was provided at the time of account opening under **Help & Support section > Registered Queries**. Parallely, the communication is sent to the client's registered Email Id and Mobile number along with the solution as soon as the query id is marked as executed.