

PROCEDURE FOR FILING A COMPLAINT AND FINDING OUT THE STATUS OF THE COMPLAINT

1. Visit Samadhan portal through below link: https://samadhan.bajajfinservsecurities.in/



2. Login to the application

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3. Click on create Ticket and provide the details of the issue/complaint along with relevant supporting documents.

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4. Once the complaint/query is submitted, customer will receive the Ticket No.

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	E.g. How to add funds in my trading account?	Your request will be updated within 24 Hours. Please note Ticket Id for your reference.	tured to shortage of funds? s avail 'Margin Trade Financing'.
		Read more	
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5. Customer can track the ticket status by clicking on the name top right and select the "my tickets"

6. You track the status of the raised ticket in the list

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542443	Feb 7, 2024, 11:59	Online Account Closure		Closed 2 threads
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7. Once the ticket status is reflecting as closed, you can check the resolution to your query by clicking the "threads",

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8. Incase if you're not satisfied with the resolution, you can open the same by selecting the "Reopen" and mention the details.

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- Clients can also raise any query/issue through email via <u>connect@bajajfinserv.in</u>.
- Client can also raise the complaint/investor grievances on email <u>investcare@bajajfinserv.in</u>

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