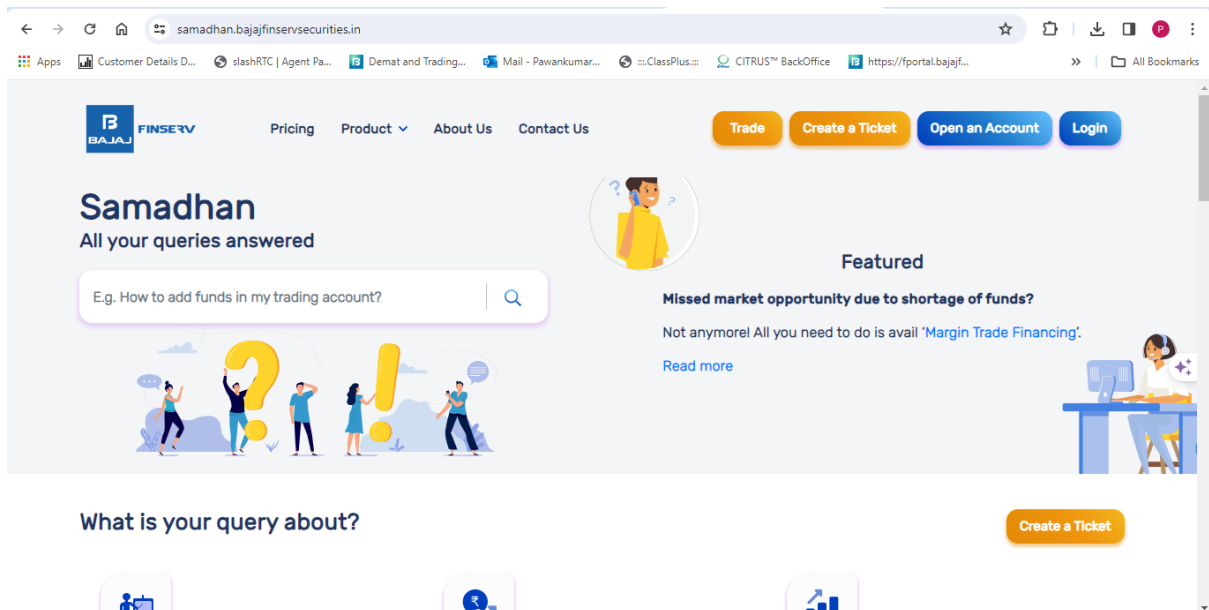
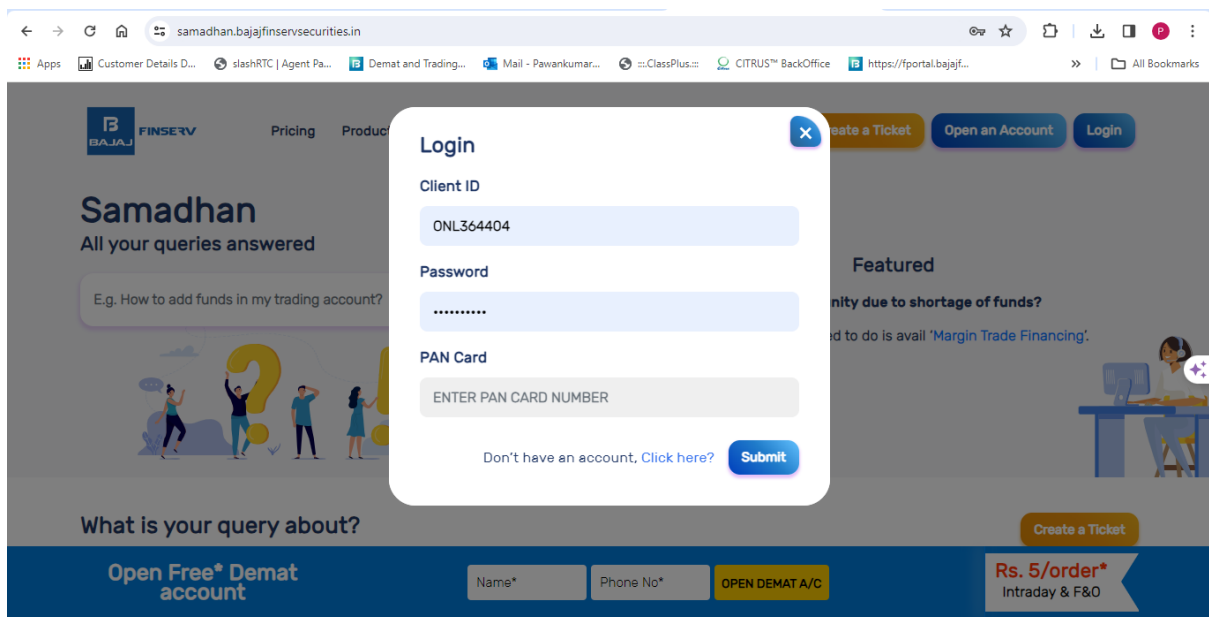


PROCEDURE FOR FILING A COMPLAINT AND FINDING OUT THE STATUS OF THE COMPLAINT

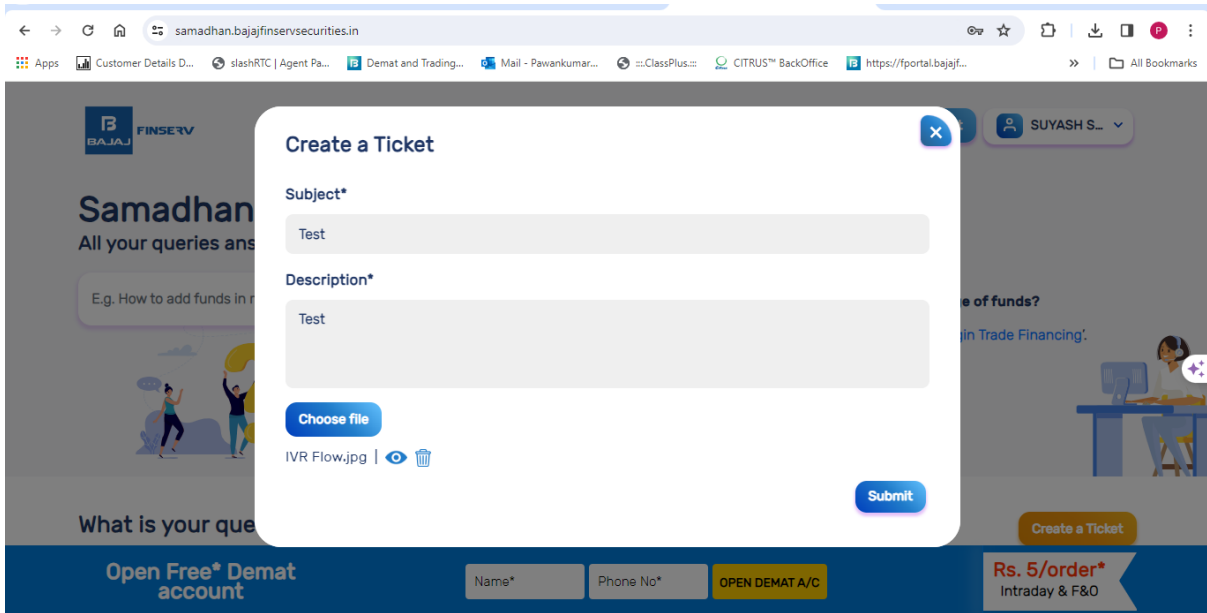
1. Visit Samadhan portal through below link: <https://samadhan.bajajfinservsecurities.in/>



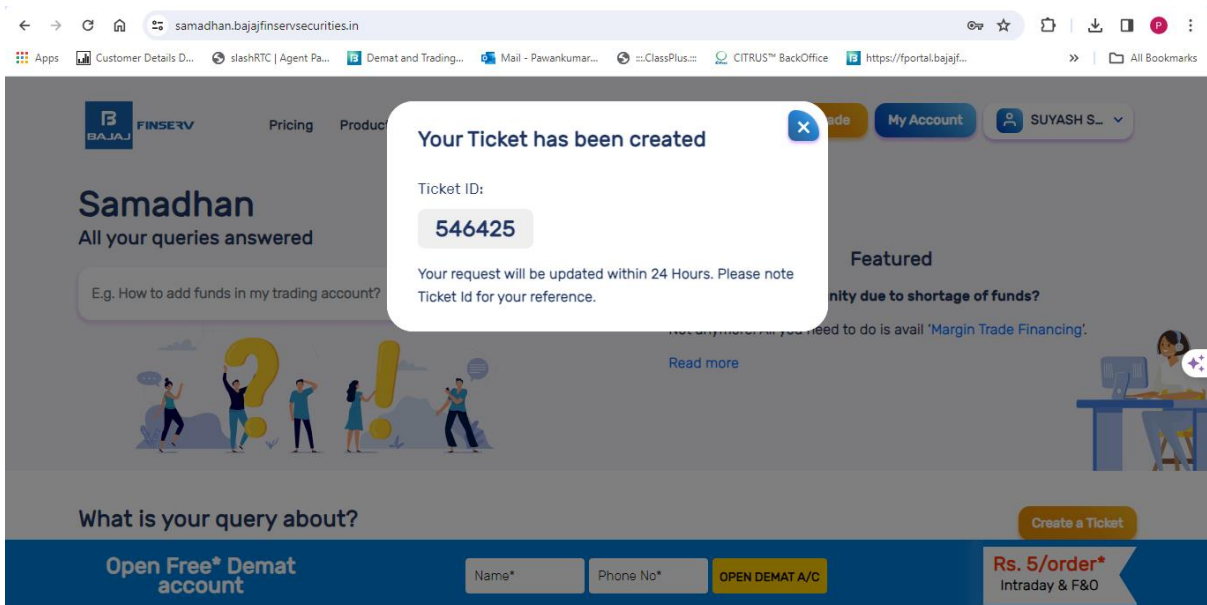
2. Login to the application



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



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



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

540768	Jan 30, 2024, 12:06	CML Copy Request	Closed 2 threads
542443	Feb 7, 2024, 11:59	Online Account Closure	Closed 2 threads
546425	Feb 27, 2024, 17:05	Test	Open Edit

Ticket ID	Date/Time	Subject	Status	Threads
540768	Jan 30, 2024, 12:06	CML Copy Request	Closed	2 threads
542443	Feb 7, 2024, 11:59	Online Account Closure	Closed	2 threads
546425	Feb 27, 2024, 17:05	Test	InProgress	Edit

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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”,

CLOSED

Ticket Number: 546425
Test

SUYASH SURENDRA KHETALE Feb 27, 2024, 5:05:55 PM

Test

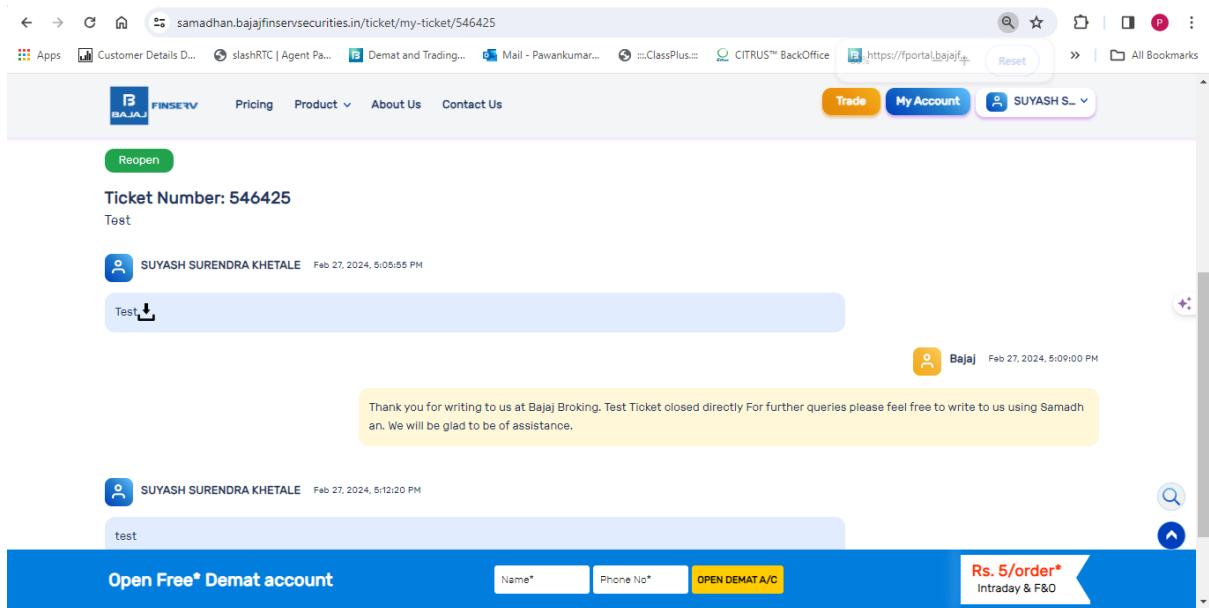
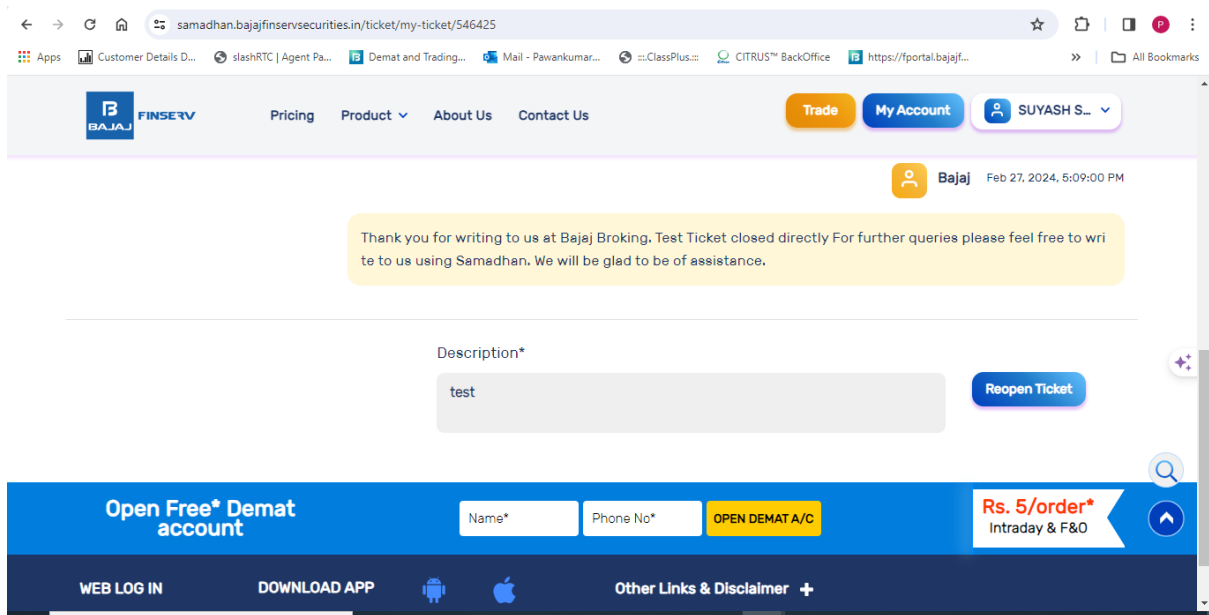
Bajaj Feb 27, 2024, 5:09:00 PM

Thank you for writing to us at Bajaj Broking. Test Ticket closed directly For further queries please feel free to write to us using Samadhan. We will be glad to be of assistance.

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



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