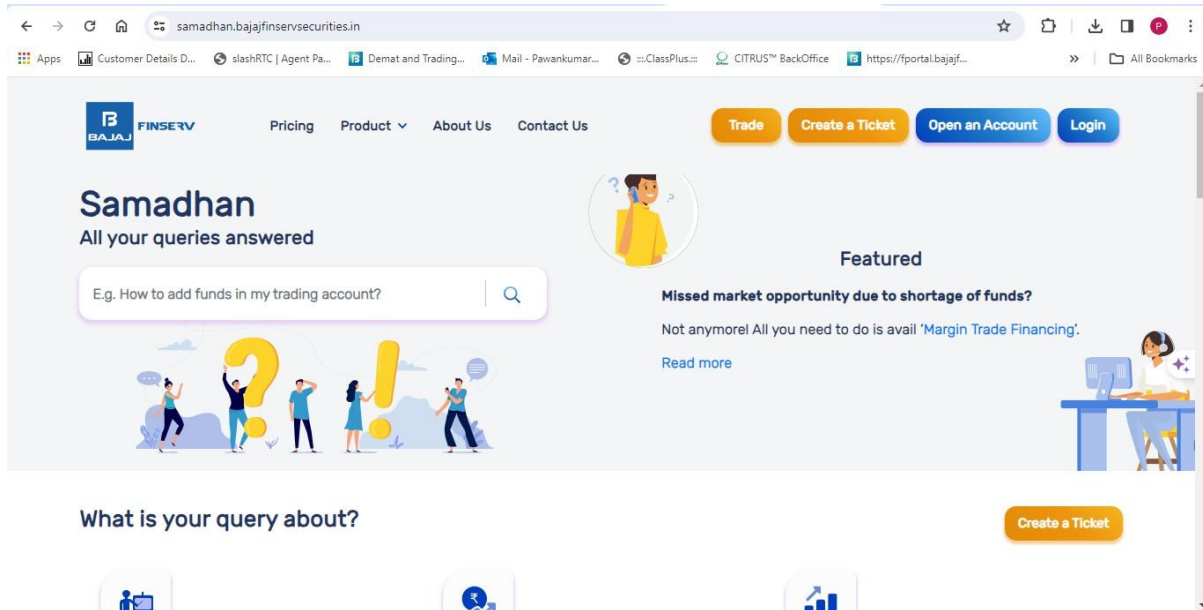
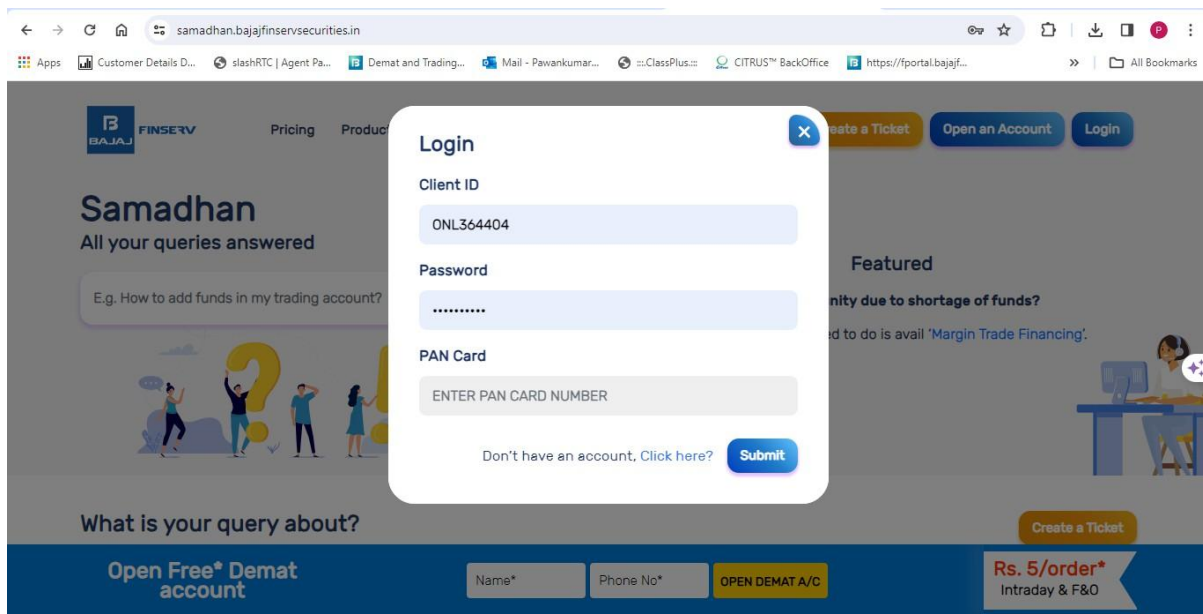


## PROCEDURE FOR FILING A COMPLAINT AND FINDING OUT THE STATUS OF THE COMPLAINT

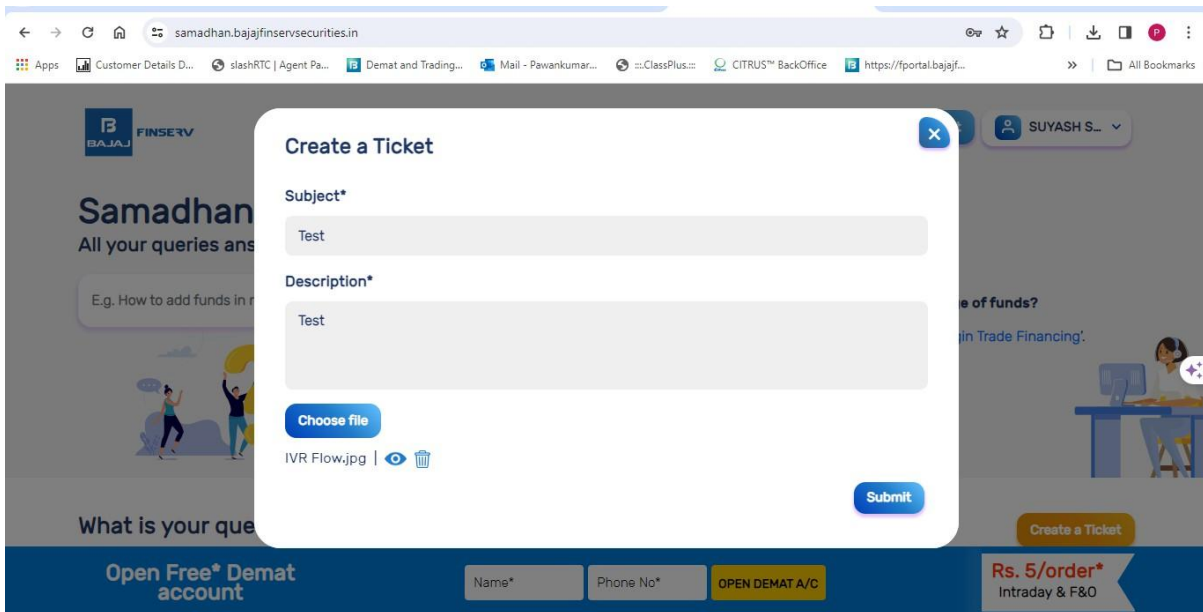
1. Visit Samadhan portal through below link: <https://samadhan.bajajfinservsecurities.in/>



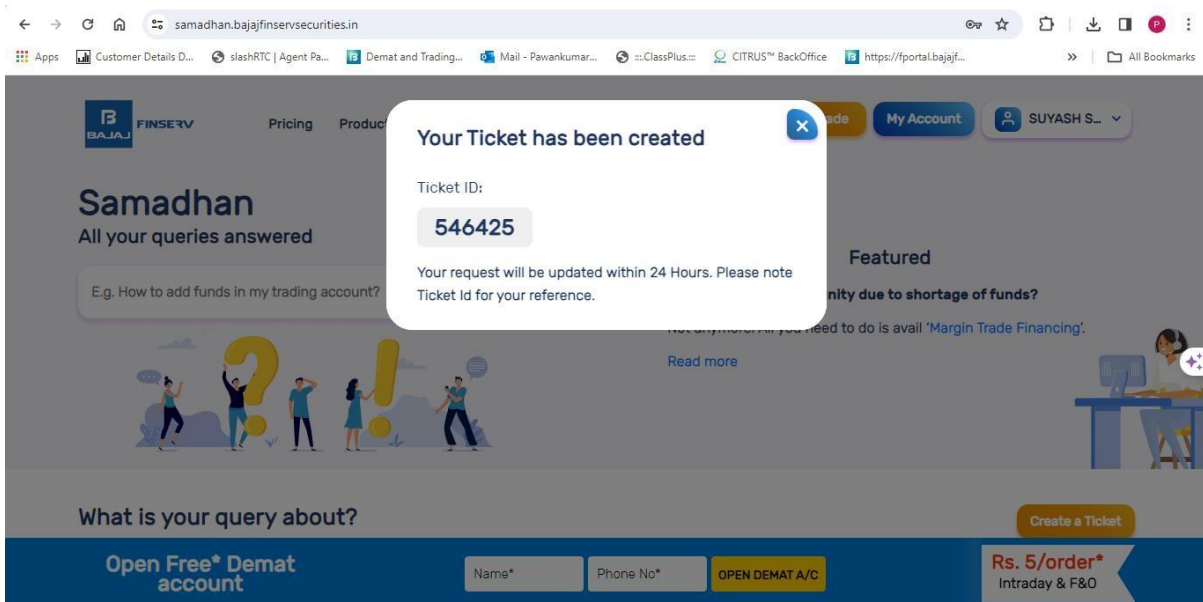
2. Login to the application



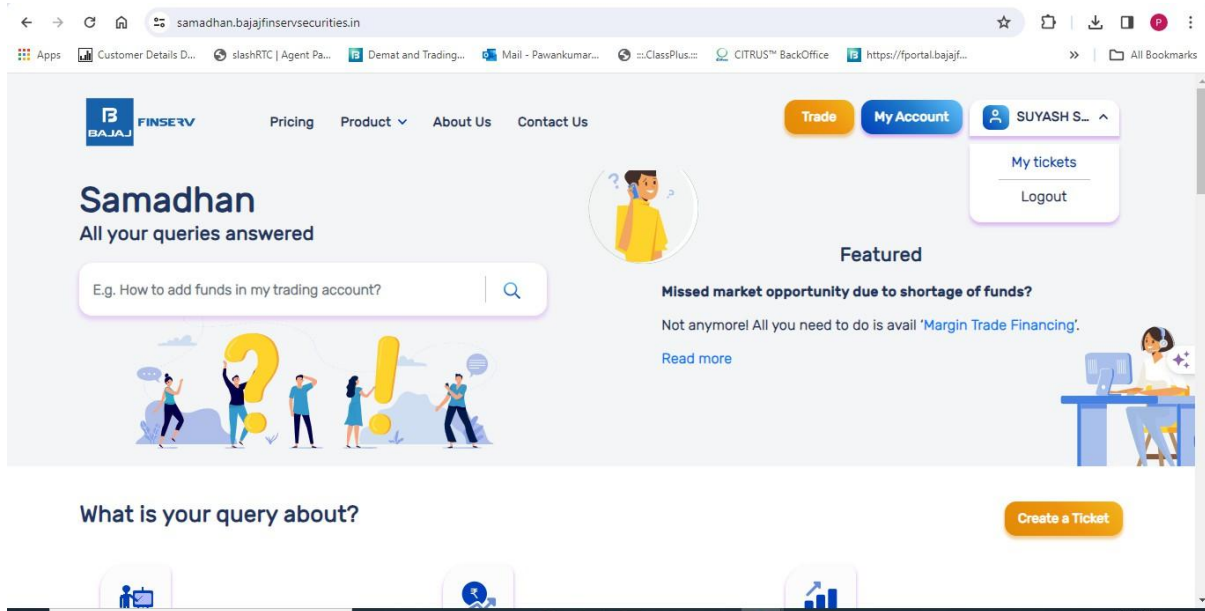
3. Click on create Ticket and provide the details of the issue/complaint along with relevant supporting documents.



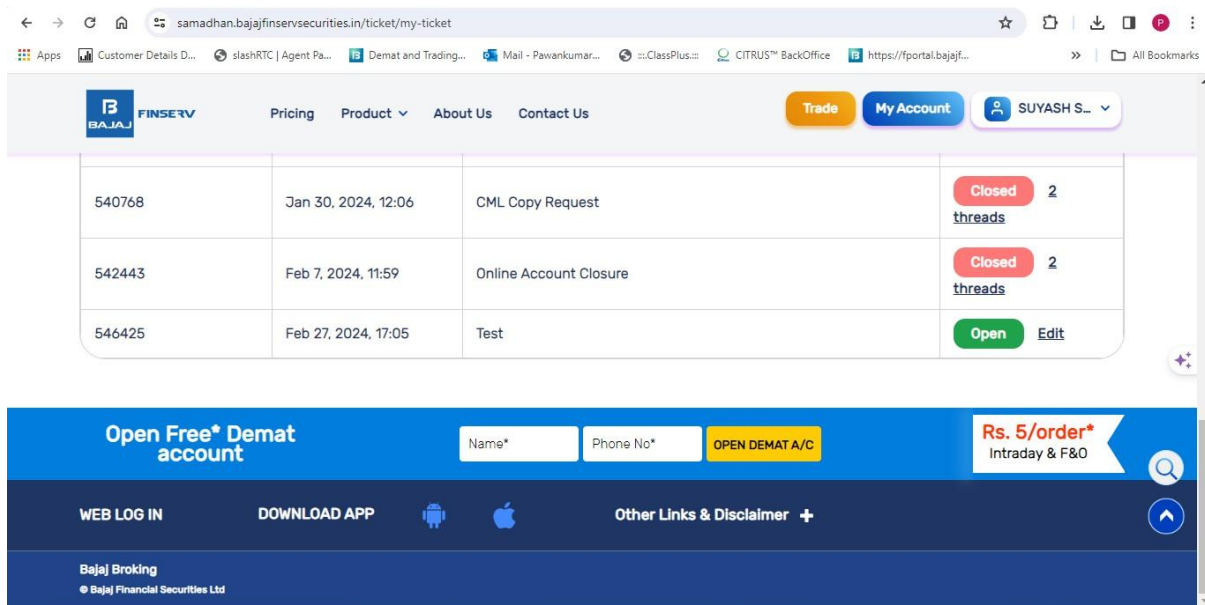
4. Once the complaint/query is submitted, customer will receive the Ticket No.



5. Customer can track the ticket status by clicking on the name top right and select the “my tickets”

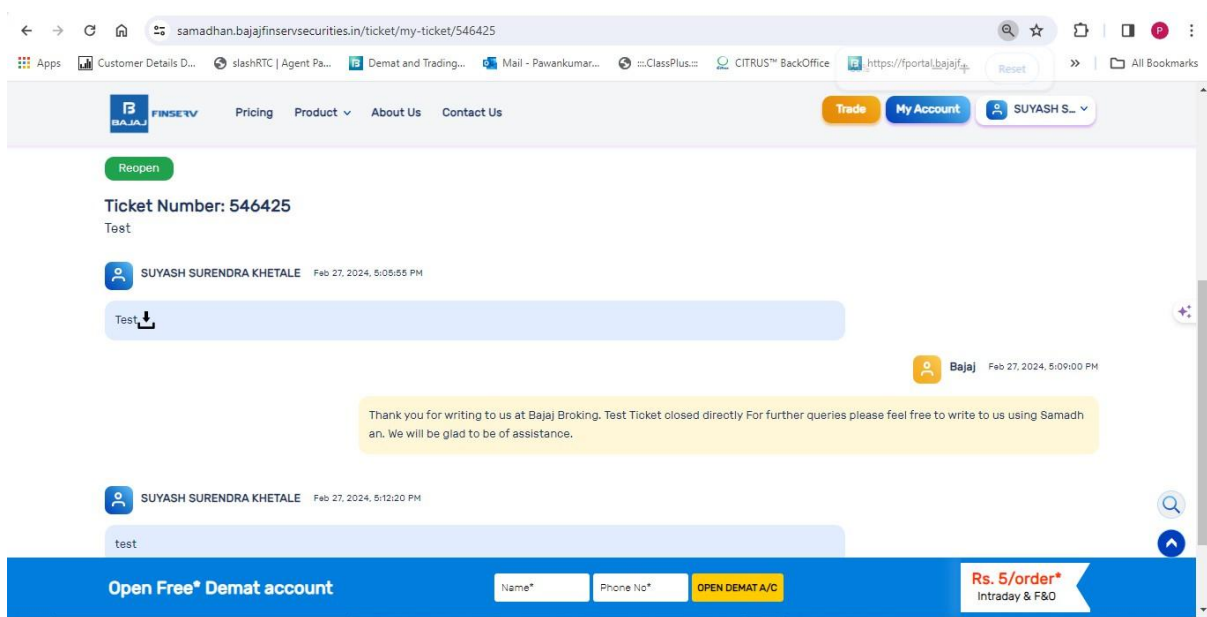
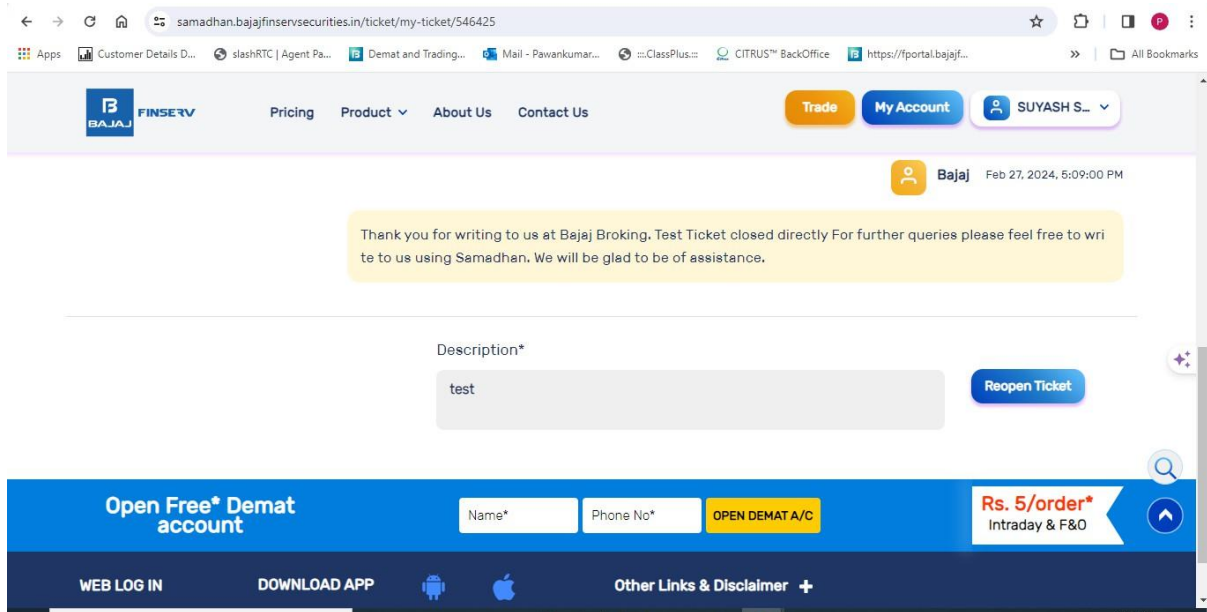


6. You track the status of the raised ticket in the list



7. Once the ticket status is reflecting as closed, you can check the resolution to your query by clicking the “threads”,

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 via email to [connect@bajajbroking.in](mailto:connect@bajajbroking.in).
- Client can also raise the complaint/investor grievances via email to [compliance\\_sec@bajajbroking.in](mailto:compliance_sec@bajajbroking.in) stock broking and to compliance\_dp@bajajbroking.in for DP related, for Escalating any Technical issues [tech.escalation@bajajbroking.in](mailto:tech.escalation@bajajbroking.in)/ Escalating any Cyber Security related issues [cyber.escalation@bajajbroking.in](mailto:cyber.escalation@bajajbroking.in).

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