

Procedure for filing a complaint

Step 1: Client need to send a complaint / queries to admin@salsecurities.com

Step 2: On receipt of an email support team will reply to client within 3 working days.

Step 3: If the same is not resolved by Support Team then matter id escalated to higher authority as mentioned in escalation matrix for Grievance Redressal Mechanism.

Step 4: Total timeline to response client at all levels is 15 working days.

Mandatory Requirement need to be mentioned while filing complaint / query to SAL Securities Pvt.Ltd. is as under:

- a) Client Name
- b) Client Code
- c) Pan Number
- d) Contact Details
- e) Detail explanation on query / complaint
- f) Relevant Supporting documents, if any.