



## Procedure for Filing a Complaint and checking the status with Market Pulse

### I. Introduction

This document outlines the detailed procedure for filing a complaint with Market Pulse Securities Private Limited (Market Pulse). It also covers provisions for sharing a unique ticket number upon complaint lodging, as well as tracking the status of the complaint using the ticket number.

### II. Procedure for registering a Complaint and to know the status

#### Step 1: Preparing to Lodge a Complaint

Gather all relevant information regarding the complaint, including transaction details, account information, and supporting documents as applicable.

#### Step 2: Send email on the Designated Email ID

Send an email from your registered email id to the designated email id of Market Pulse for complaint i.e. [grievances@market-pulse.in](mailto:grievances@market-pulse.in) clearly stating the reason to file a complaint along with a brief overview of the issue. Include all relevant details, such as your account number, transaction date, security symbol, and a concise description of the problem.

#### Step 3: Generation of Ticket Number and Acknowledgment to client

Upon successful receipt of the complaint, an acknowledgement email alongwith a unique ticket number generated for your complaint will be sent. The ticket number serves as a reference for tracking the complaint's progress.

#### Step 4: Review and Resolution of complaint

Client will receive an acknowledgment email confirming the receipt of complaint along with the assigned ticket number. Market Pulse will conduct a review of the complaint to assess information and evidence. We will correspond with you through emails or calls to request additional information or clarification if needed.

Our team will resolve the issue and provide a suitable solution within a reasonable time frame.

#### Step 5: Status of complaint using the Ticket Number

Client can know the status of complaint by calling on our Customer Care number **022-489-72682** or by sending an email on [grievances@market-pulse.in](mailto:grievances@market-pulse.in) mentioning the ticket number communicated in email acknowledgement.

#### Step 6: Communication of Resolution and closure of Complaint

Once the grievance is resolved, client will be informed through an official communication.

## Flowchart for filing of complaint and finding out status of complaint

