

**PROCEDURE FOR FILING A COMPLAINT ON DESIGNATED EMAIL ID
& PROCEDURE FOR FINDING OUT STATUS OF THE COMPLAINT
BASIS TICKET NUMBER ALONG WITH FLOWCHART.**

1. Client can file a Complaint with Sykes & Ray Equities (I) Ltd (SREIL) from their registered email id at compliance@sre.co.in mentioning their client code and/or DP account number and clear details of grievance with supporting (if any).
2. Upon receiving the Complaint, SREIL shall acknowledge the receipt of complaint by raising a ticket. Client shall receive an email on their registered email address notifying the ticket number for the Complaint filed with SREIL
3. A detailed analysis of the Complaint shall be carried out by SREIL.
4. The Complaint shall be redressed within 30 days from the date of the receipt of the Complaint and a reply will be sent to the Client on their registered email id.
5. The Client shall be notified that the Complaint so raised is closed.

**FILE COMPLAINT WITH SREIL AT
compliance@sre.co.in**

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