

Procedure for filing a complaint on designated email id/ Toll-free number

Indiabulls Securities Limited (formerly Dhani Stocks Limited) has a dedicated email id i.e. grievances_isl@indiabulls.com, helpdesk@indiabulls.com and dedicated helpline number **(022-61446300)** to address client complaints/grievances in a timely and efficient manner.

1. A customer may lodge complaint via various means such as Phone, Email, Letter (in writing), visiting office incase he/she is not satisfied with the services provided by ISL and/or his query not properly addressed.
2. All complaints (received via any of the above mentioned modes) are recorded by ISL in a dedicated database i.e. Customer Relationship Management (CRM) software.
3. Whenever a customer's complaint is received/recorded in CRM, an auto acknowledgement containing a unique reference number (also called CRM reference id/ticket number) is sent to the sender on immediate basis, as an acknowledgment to receipt of his/her complaint.
4. After analysing the complaint and gathering the requisite information/data to find facts of the complaint, response is sent to the complainant.

Procedure for finding out status of the complaint basis Ticket Number etc.

Whenever the customer needs to know the status of the complaint, he/she can contact ISL at the dedicated email contact number. However, to know the status of his/her complaint, he/she would need to provide the **unique reference number (also called CRM reference id/ticket number)** to know the current status of the complaint.