

# HOW TO REGISTER COMPLAINT

MNM COMTRADE PVT. LTD. is an SEBI registered Stockbroker (INZ000294433) acts as an intermediary for placing buy and sell orders on behalf of the clients, in the Commodity market. Our ability of providing customer service and addressing a customer's query depends a lot on the information that we have and we address all issues on a best effort basis to provide a delightful experience to our customers.

## Level 1

The customer can approach customer support help desk / Compliance Officer via sending an email on the exclusive email id: - [mnm.comtrade@yahoo.com](mailto:mnm.comtrade@yahoo.com).

## Level 2

If the customer's issue remains unresolved after a period of 15 days from the date of first raising the issue at Level 1 or if the customer is not satisfied with the response provided at Level 1, the Customer may, write to the Director / Key Managerial Personnel (KMP) at: [barodian999@yahoo.com](mailto:barodian999@yahoo.com)

The customer can also approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.

In case the complaint is not redressed at Stock Broker / Stock Exchange level, the customer may approach SEBI and lodge the complaint on SCORES (a web based centralized grievance redressal system of SEBI) at <https://scores.gov.in/scores/Welcome.html>

Detailed procedure for SCOREs can be accessed through SEBI circular Ref. No. SEBI/HO/MIRSD/MIRSD6/CIR/P/2017/20, dated March 10, 2017.

## Filing complaint on SCORES – Easy & quick

1. Register on SCORES portal
2. Mandatory details for filing complaints on SCORES - Name, PAN, Address, Mobile Number, E-mail ID
3. Effective Communication
4. Speedy redressal of the grievances

For detailed write up on procedure for finding status of the complaint basis Ticket Number etc.

