

Procedure for Filing a Complaint and Checking Its Status

1. Introduction

At Latin Manharlal Securities Private Limited, we aim to provide the best service to our clients. If you have any problem or concern related to our stock broking & Depository services, you can file a complaint using our designated email ID. This guide explains how to file a complaint and how to check its status.

2. Who Can File a Complaint?

Only registered clients with an active trading or demat account can file a complaint. Before sending your complaint, keep your client ID and any transaction details ready.

3. Where to Send the Complaint

You can send your complaint by emailing us at: **customersupport@lmspl.com**

For additional help, you may:

- Call: **022-40824082**
- Visit our office: **124, Viraj Building, 5th Floor, S V Road, Khar West, Mumbai 400052**

(A complaint register is available at the helpdesk for clients to record complaints.)

4. How to File a Complaint

- a) Open your email and start writing a new message.
- b) Use this subject line: **“Complaint – [Your Client ID]”**
- c) Clearly describe your issue. Include important details like dates, transaction information, and what went wrong.
- d) Mention your full name, contact number, and client ID in the email.
- e) Attach any supporting documents (if available), such as contract notes, receipts, or screenshots.
- f) Review the email to check if all details are correct.
- g) Send the email to: **customersupport@lmspl.com**

5. Acknowledgment of Your Complaint

Once we receive your complaint, we will send you an acknowledgment email. This email may include a **reference number** for your complaint. Use this reference number or your client ID for any follow-up communication.

6. How Long Will It Take to Resolve the Complaint?

We aim to resolve complaints within **7 business days** of receiving them.
If the issue is complicated, it may take more time, but we will update you regularly.

7. How to Check the Status of Your Complaint

You can check your complaint status by:

- Emailing us at **customersupport@lmspl.com** with your reference number or client ID
- Calling our support team at **022-40824082** and providing your reference number/client ID

8. If You Are Not Satisfied (Escalation Process)

If you are unhappy with the resolution, you can escalate your complaint by emailing our Escalation Officer:

- **Name:** Mr. Virendra Pednekar
- **Designation:** Compliance Officer
- **Email:** virendra.pednekar@lmspl.com

In your escalation email, explain why you are not satisfied and include your complaint reference number.

The Escalation Officer will review your case and reply accordingly.