



Filing Complaints at Definedge

Customers can approach Customer Care for their concerns via the following email ID.

Once the customer raises the concern via email, the interactions get recorded in Definedge's backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in their interactions with the Customer Care team.

Filing a Complaint via designated Email ID

1. In the first step, the customers send an email to below designated Support Email ID of the Customer Care.

Contact Details	Email Id
Customer care	care@definedge.com

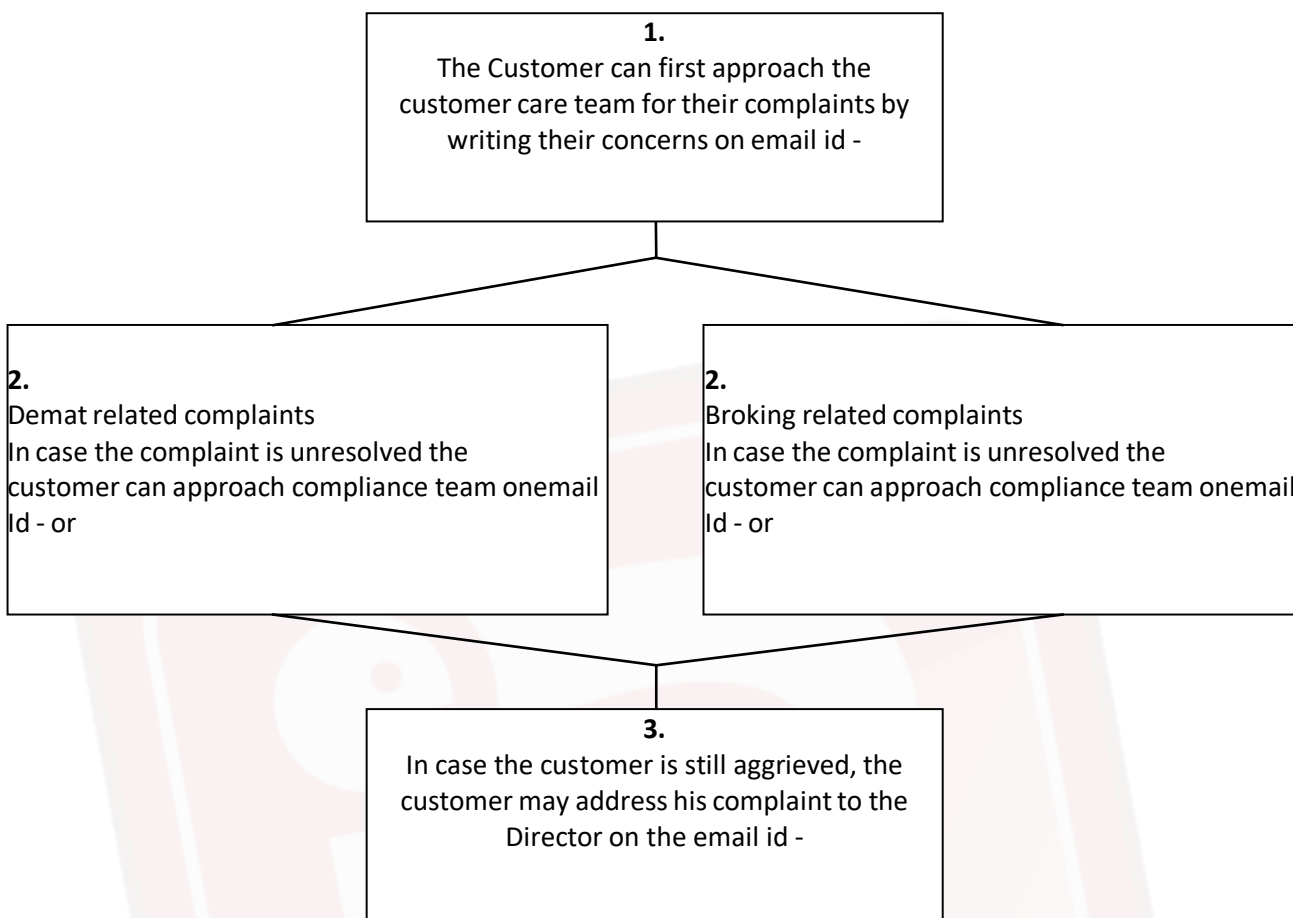
2. The email gets recorded in Definedge backend systems and a unique Ticket ID is generated for the specific complaint.
3. While our teams get to work to resolve the complaint, the customer receives the unique Ticket ID in our reply. This Ticket ID can be used for future reference in any of their interactions with the Customer Care team.
4. If the customer's issue remains unresolved after a period of 7 days from the date of first raising the issue or if the customer is not satisfied with the response, the Customer may, post completion of a 7-day period from the date of first raising the issue, write to the Compliance Officer at the email Id.

Contact Details	Email Id
Compliance Officer	compliance@definedge.com and grievances@definedge.com for Broking Grievances / Complaints
Compliance Officer	dpgrievances@definedge.com for DP Grievances / Complaints

5. If the customer's issue still remains unresolved for a period of 7 days after the Customer reaches out to the Compliance Officer, the Customer may write to the Director of the company at email id.

Contact Details	Email Id
Director	ceo@definedge.com

6. The customer always has to use the ticket ID to track the status of the complaint. The customer shall write us on the email ID - care@definedge.com to know the status of the complaint or else can reach out to the Support team on 020-61923200



Telephonic Support

Customers can reach out to our dedicated Support team via the numbers below:

Customer Service	Number	Timings
Customer Care	020-61923200	Mon-Fri 9:00 AM to 6:00 PM

Note - In absence of response/complaint not addressed to customer's satisfaction, customer may lodge a complaint with **SEBI** at <https://scores.sebi.gov.in> or to the Exchanges and Depository at the following link:

1. Central Depository Services (India) Limited

– <http://www.cdslindia.com/Footer/grievances.aspx>

2. Bombay Stock Exchange

– <https://bsecregs.bseindia.com/ecomplaint/frmInvestorHome.aspx>

3. National Stock Exchange of India Limited

– <https://investorhelpline.nseindia.com/NICEPLUS>

4. Multi Commodity Exchange of India Limited

– <https://www.mcxindia.com/Investor-Services/grievances>