

### Procedure for filing Complaint

In case of any grievance / dispute one can contact **NCJ SHARE AND STOCK BROKERS LIMITED** at the registered office address or call on 022-22722666 /22721869 or send an email at [grievance@ncj.co.in](mailto:grievance@ncj.co.in)

**POINT 1:** If a Complaint is being raised personally at the office address, the same will be entered in the Complaint Register book and will be address by support team members present in the office

**POINT 2:** If a Complaint is received through email, first a ticket number is send to the client and on resolve of Complaint a detail reply is send to the client. A closure of ticket number end is also send once reply is send to email

**POINT 3:** If a person is unsatisfied with the resolution they have an option for escalating the matter as per the details provided under Escalation matrix on the website [www.NCJ.CO.IN](http://www.NCJ.CO.IN) under the head Contact head

**POINT 4:** In case a person is not satisfied with our responses in either of the above mentioned points, they may contact the concerned Stock Exchange / Depository on their helpline number provided. They can also lodge grievances with SEBI at <http://scores.gov.in>. A register entry is being made in our Complaint register if any details are received to us through SCORES.

### FLOW CHART FOR FILING A COMPLAINT

