



Filing Complaints at

KMS STOCK BROKING COMPANY PRIVATE LIMITED

Customers can approach Customer Service for their concerns via the following channels. Once the customer raises the concern via any channel, the interactions get recorded in KMS STOCK BROKING COMPANY PRIVATE LIMITED backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in any of their interactions with the Customer Service team.

Filing a Complaint via designated Email ID

1. In the first step, the customers sends an email to one of our designated Support Email IDs.

Desk	Email ID
Customer Service	kmsbcomplain@gmail.com kmsboffice@gmail.com

2. The email gets recorded in KMS STOCK BROKING COMPANY PRIVATE LIMITED 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 ID can be used for future reference in any of their interactions with the Customer Service team.

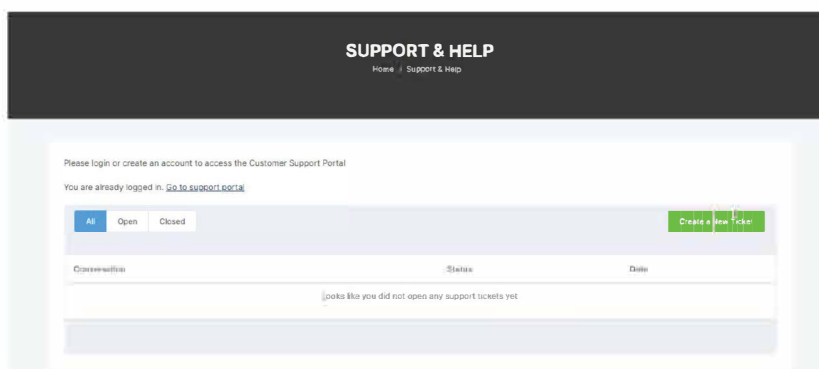
Track the Status of a Complaint: Applicable for all modalities

Regardless of which modality has been used to raise a complaint, KMS STOCK BROKING COMPANY PRIVATE LIMITED customers can track the status of their complaint as long as a Ticket has been raised.

1. Log in to the KMS STOCK BROKING COMPANY PRIVATE LIMITED
2. website: www.kmsstockbroking.com

Hover over the initials of your name on the top right of the screen and click **SUPPORT & HELP** from the dropdown that appears:

3. Click the **CREATE A NEW TICKET** button, as seen below, enter your Ticket ID and you'll be able to know the status of your complaint.



**FLOWCHART
COMPLAINTS FILING & STATUS CHECK EQUITY
KMS STOCK BROKING COMPANY PRIVATE LIMITED**

THROUGH E-MAIL

THROUGH TELEPHONE

FOR EQUITY

kmsbcomplain@gmail.com

FOR EQUITY

TEL- 022-22081111 / 022-22071111

1. MENTION YOUR TRADING EQUITY NUMBER & OTHER DETAILS.
1. EXPLAIN YOUR COMPLAINT
2. COMPLAINT SUMMARY.
3. COMPLAINT RELATED RELEVANT DOCUMENTS IF ANY.


1. EXPLAIN YOUR COMPLAINT
2. PROVIDE YOUR TRADING EQUITY NUMBER & OTHER DETAILS

ALL THE DETAILS FORWARD TO CONCERN TEAM, AFTER VERIFIED BY KMS STOCK BROKING COMPANY PRIVATE LIMITED DEPARTMENT AND MANAGEMENT, COMPLAINT NUMBER GENERATE.

ALL THE DETAILS FORWARD TO CONCERN TEAM, AFTER VERIFIED BY KMS STOCK BROKING COMPANY PRIVATE LIMITED DEPARTMENT AND MANAGEMENT COMPLAINT NUMBER GENERATE

**VERIFICATION PROCESS COMPLETE.
COMPLAINT NUMBER SENT TO CLIENT EMAIL.**

INVESTOR ESCALATION-MATRIX

KMS STOCK BROKING COMPANY PRIVATE LIMITED <i>Investor Grievances Escalation Matrix For Equity</i>		BSE MEMBER ID ---117 CDSL DP ID --- 12057500			
Details of	Contact	Address	Contact No.	Email id	Available Time
Client Servicing	SANJAY RANE	297-301, MAY BUILDING, PRINCESS STREET, MARINE LINES, MUMBAI - 400002	022-22071111	kmsboffice@gmail.com	MON TO SAT 9:00AM TO 6:00PM
Head of Client Servicing	SIDDHARTH KANAKIA	297-301, MAY BUILDING, PRINCESS STREET, MARINE LINES, MUMBAI - 400002	7666020233	kmsbcomplain@gmail.com	MON TO SAT 9:00AM TO 5:00PM
Compliance Officer	ANAND PRATAPRAI KANAKIA	297-301, MAY BUILDING, PRINCESS STREET, MARINE LINES, MUMBAI - 400002	9820801103	kanakia3@gmail.com	MON TO SAT 9:00AM TO 6:00PM
CEO	ANAND PRATAPRAI KANAKIA	297-301, MAY BUILDING, PRINCESS STREET, MARINE LINES, MUMBAI - 400002	8850451844	kanakia33@gmail.com	MON TO SAT 9:00AM TO 3:30PM