



## 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.

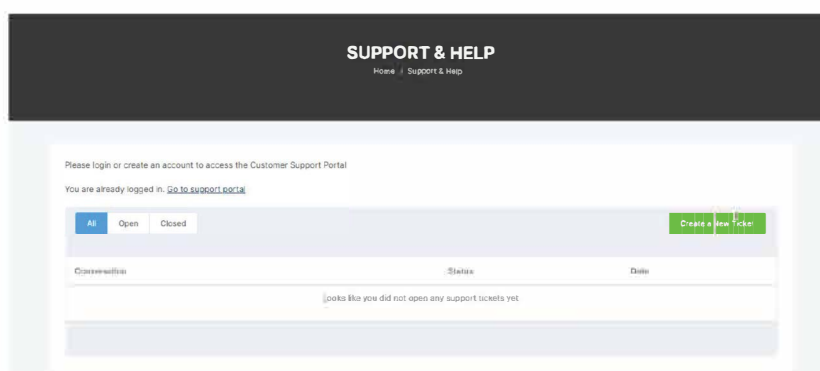
| Desk             | Email ID                                       |
|------------------|------------------------------------------------|
| Customer Service | kmsbcomplain@gmail.com<br>kmsboffice@gmail.com |

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](http://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.



Please login or create an account to access the Customer Support Portal

You are already logged in. [Go to support portal](#)

Submit a Support Ticket

View All

Subject

What's this support ticket about?

Ticket Details

Visual

Text

Paragraph

**B** *I* [List Icons] [Link Icon] [Quote Icon] [Align Icons] [Indent Icon] [Undo Icon] [Redo Icon]

Please provide details about your problem

Click to upload

Supported Types: Photos, CSV, PDF/Docs, Zip, JSON and max file size: 2.0M

Priority

Normal

Create Ticket

## Telephonic Support

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

| Desk             | Number                       | Timings                             |
|------------------|------------------------------|-------------------------------------|
| Customer Service | 022-22081111<br>022-22071111 | Monday to Friday<br>8:30 AM to 5 PM |

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

**THROUGH E-MAIL**

**THROUGH TELEPHONE**

**FOR EQUITY**

**[kmsbcomplain@gmail.com](mailto: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**  
*Investor Grievances Escalation Matrix For Equity*

**BSE MEMBER ID ---117**  
**CDSL DP ID --- 12057500**



| Details of               | Contact Person          | 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 | SIDDHART KANAKIA        | 297-301, MAY BUILDING, PRINCESS STREET, MARINE LINES, MUMBAI - 400002 | +91 7666020233 | kmsbcomplain@gmail.com  | MON TO SAT 9:00AM TO 5:00PM |
| Chief Technology Officer | AAYUSH KANAKIA          | 297-301, MAY BUILDING, PRINCESS STREET, MARINE LINES, MUMBAI - 400002 | +91 9833999770 | aayuushak.698@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 |