

Investor Grievance Handling Mechanism

1. Regarding requirements for handling investor grievances, we have created a dedicated e-mail ID i.e. complaint@mail.ansplshares.com for redressal of Investor complaints and queries only. Any aggrieved investor may drop in his complaint on this email ID.
2. Mandatory details for filing complaints are: Complaint should be sent from registered mail id, Name, Trading Code, Complaints in brief, Period or Date of Dispute, Name of Person with whom you are dealing, Claim Amount (if any), should be detailed in the Complaint.
3. Upon receipt of the complaint on the aforesaid mail id, a "TICKET ID" is generated for the complaint, and the same is forwarded to the client on the same day as an acknowledgement of receipt of the Complaint and also acts as a reference number for future correspondence.
4. A Complainant can call on the number "0281 6699300", for inquiring about the status of his/her complaint and give the aforesaid Ticket ID or the UCC code for the verification of the complaint.
5. A resolution of the complaint is provided to the client on their registered mail id. If the complainant is unhappy with the resolution provided, the complainant can re-open the complaint with the same Ticket ID and provide further submissions/evidence.
6. In case the client is still unhappy with all the resolutions given or non-receipt of proper feedback, the client can escalate the complaint to the contacts given in the "Escalation Matrix" at the bottom of our website.