

## MLB STOCK BROKING PVT. LTD.

### COMPLAINT FILING AND STATUS

#### ✓ CALLS

<b>CONTACT AND RECORD</b>	Query or complaint can be lodged by calling our customer care executive at 9251677900. Executive assisted services are available between 09:00 am to 05:00 pm on all business days.
<b>RESOLUTION</b>	On speaking with our customer care executive, they will assist you in providing explanations and resolutions for the concerns raised. Complaints received are registered in complaint register. The process of resolution of complaint raised can be tracked on subsequent call.
<b>ESCALATION</b>	If the resolution provided is not as per your expectation, you can approach our compliance officer at 9251677900.

#### ✓ EMAIL

<b>CONTACT AND RECORD</b>	Query or complaint can be lodged by writing us to at <a href="mailto:care@mlbstocks.com">care@mlbstocks.com</a> ; response will be provided at the earliest.
<b>RESOLUTION</b>	On receiving the complaint fair explanations shall be shared and amicable resolutions will be attempted.
<b>ESCALATION</b>	If the resolution provided is not as per your expectation, you can approach our compliance officer at <a href="mailto:compliance@mlbstocks.com">compliance@mlbstocks.com</a> .