

Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.

- a) Detailed write up on the procedure for opening an account along with Flowchart and video if any (optional).
 - The clients are on boarded by getting the forms physically signed and documents are collected along with it. The IPV and document verification is done by the AP and the same form is received at the Head office checked thoroughly and the account is opened. Also there is a digital mode of account opening available if client wishes to open the account digitally. The Aadhar based e-signing is done in the online account opening process and ekyc is done.

- b) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions are to be made for sharing Ticket Number once the complaint is lodged
 - Our filing a complaint on designated email id are investorgrievance@ratnakarsecurities.com and Compliance@ratnakarsecurities.com & Contact number is 079 – 4900 5200. Our Complaints Resolution timing is 30 days from the receipt of the complaint.

- c) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any (optional).
 - We are received complaint on mail investorgrievance@ratnakarsecurities.com and Compliance@ratnakarsecurities.com so normally we are try complete on immediately.