

Procedure for filing a complaint

Designated Email ID's for customers to write to us

For DP: dp.fair@fairinvest.co.in

**For Trading :
grievance@fairinvest.co.in**

Alternatively they can also call us on below no's

DP related : 0522-4052823

Trading related : 0522-4052806

Mention Client code /Bo id & details of the compliant. Attach any relevant document (if any) related to your complaint.

Tell your Client code /Bo id then explain your complaint.

When a complaint over an email is raised immediately the same is acknowledge and ticket no is provided for client to follow up.

The resolution of the complaint is provided immediately unless dependent on external factors.

On receipt of the complaint case is investigated and responded to the client. If its an understanding issue, client is explained in detailed and guided . If the complaint resolution requires time due to various external factors, interim response is sent to client with timelines.

Once the issue is resolved ,case looping with client is done and case is resolved