

# **M.S.N. SECURITIES PVT. LTD.**

108, Veena Chambers, Dalal Street, Fort, Mumbai – 400 001.  
Tel. : 6635 6300 / 2270 3502. Telefax : 2270 3503 E-mail : [msn@msnsecurities.com](mailto:msn@msnsecurities.com)

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MEMBERS - NATIONAL STOCK EXCHANGE OF INDIA LTD.  
BOMBAY STOCK EXCHANGE LTD.  
METROPOLITAN STOCK EXCHANGE OF INDIA LTD.  
SEBI REGN. NO. INZ000230036 CIN – U67120MH2006PTC160532

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## **Procedure for filing a complaint on designated email id/ telephone number**

The **Ms. Mukta N Patil**– Compliance Officer shall be the designated officer for handling the Investors Grievances.

The resolution of the Complaint shall be done at the earliest and the same shall be recorded in the register along with the date of resolution.

M.S.N.Securities Private Limited has a dedicated email id i.e. [msn@msnsecurities.com](mailto:msn@msnsecurities.com) and dedicated helpline number (022-66356300 and 9867198522) to address client complaints/grievances in a namely and efficient manner.

1. A customer may lodge complaint via various means such as Phone, Email, Letter (in writing), visiting office incase he/she is not satisfied with the services provided by M.S.N. Securities Pvt. Ltd. and/or his query not properly addressed.
2. All complaints (received via any of the above-mentioned modes) are recorded by M.S.N. Securities Pvt. Ltd. in a complaint register.
3. If the client is not satisfied with the response from the connect team client can further raise this issue on [compliance@msnsecurities.com](mailto:compliance@msnsecurities.com)
4. After analysing the complaint and gathering the requisite information/data to find facts of the complaint, response is sent to the complainant.
5. All details are also mentioned on website [www.msnsecurities.com](http://www.msnsecurities.com)

## **Procedure for finding out status of the complaint**

Whenever the customer needs to know the status of the complaint, he/she can contact M.S.N.Securities Pvt. Ltd. at the dedicated email contact number.