

Cochin Stock Brokers Ltd. has a dedicated Email ID for Investors Grievances Redressal. The Email ID is csblgrievance@csbl.co.in.

The Email ID is published in our web site and also printed in all the contract notes issued to the clients. It is also promptly displayed in all of our Authorised Personnel's Offices.

Procedure for Filing a Complaint on csblgrievance@csbl.co.in:

LEVEL 1

- ❖ **Step 1: Prepare Your Grievance**
- ❖ Before you begin the process of filing a complaint, ensure you have all the necessary details related to your grievance. This might include your client account number, transaction details, dates, and a clear description of the issue you are facing.
- ❖ **Step 2: Compose an Email**
- ❖ Open your email client or webmail service and compose a new email. In the recipient field, type "csblgrievance@csbl.co.in" as the email address. Make sure to use this exact email address to ensure your complaint reaches the correct department.
- ❖ **Step 3: Subject Line**
- ❖ In the subject line of the email, briefly summarize the nature of your grievance. This will help the officials to quickly understand the purpose of your email.
- ❖ **Step 4: Compose the Email Body**
- ❖ In the body of the email, provide a detailed account of your grievance. Be clear, concise, and include all relevant information. This might include:
 - ❖ Your full name
 - ❖ Client account number
 - ❖ Contact details (phone number)
 - ❖ Description of the grievance: Explain the issue you're facing in detail. Mention dates, transaction numbers, and any other relevant specifics.
 - ❖ Any supporting documents: If applicable, attach relevant documents that support your complaint, such as contract notes, transaction records, etc.
- ❖ **Step 5: Send the Email**
- ❖ Double-check the email content to ensure accuracy and completeness. Once you are satisfied, click the "Send" button to submit your complaint.
- ❖ **Step 6: Wait for a Response**
- ❖ After you've sent the email, the dedicated team at Cochin Stock Brokers Ltd. will review your grievance. Your email will be promptly checked by officials, including the Chief Manager and the Compliance Officer.
- ❖ **Step 7: Receive a Response**
- ❖ You can expect to receive a response to your grievance within the specified timelines. The response may include an acknowledgment of your complaint, an outline of the steps they will take to address it, and an estimated timeframe for resolution.

LEVEL 2

- ❖ If the client is unsatisfied with the resolution from the Stock Broker, the client can approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective Stock Exchange