

Member :	MCX	(Membership No.: 9080)	(FMC No.: MCX/TM/CORP/1694)
	NCDEX	(Membership No.: 0926)	(FMC No.: NCDEX/TM/CORP/0903)
	NMCE	(Membership No.: CL0364)	(FMC No.: NMCE/TCM/CORP/0289)
	ICEX	(Membership No.: 1038)	(FMC No.: ICEX/TM/CORP/0037)
	ACE	(Membership No.: 6070)	(FMC No.: ACE/TCM/CORP/.....)
	NSEL	(Membership No.: 12400)	

Redressal mechanism for Investor Grievance Procedure of escalate issue if email is not responded

Previously the client can click on the Button on our website www.multigain.in then if the issue not solved with in one day then – the below mention procedure will follow

Procedure for escalating the issues if email is responded within one working day:

We have 3 dedicated people in helpdesk to take care of all mails.

Name – Mr Mansoor Ali Customer Care
Representative
Telephone No.: **0591-2490400 / 2490500** Extn. 9
Email ID: help@multigain.in

If not responded within one working day then we have one dedicated Compliance Manager to which all mails can be escalated.

Name – Sanjeev Verma Compliance Manager
Telephone No.: **0591-2490400 / 2490500** Extn. 402
Email ID: sanjeev@multigain.in

After that we have dedicated Operation Manager who can be contacted for any problems.

Name – Kamal Khanna Operation Manager
Telephone No 0591-2490400 / 2490500 Extn - 123
Email ID: kamal@multigain.in

This information will be provided to every client while opening an account. In this hierarchy if helpdesk people are unable to solve the issues, then they can report to compliance manager and if compliance manager can not solve, even he can escalate the issue to the Chief Executive officer Mr.Khalid Ali on Telephone No. 0591-2490700. Email khalid@multigain.in