

## **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](http://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



# Multigain Securities Services Pvt. Ltd.

Member : National Stock Exchange of India Ltd. (Member ID - 13766) (SEBI REG. No. INB/INE/INF 231376634)  
Bombay Stock Exchange Ltd. (Member ID - 13766) (SEBI REG. No. INB / INF 011376630)  
MCX Stock Exchange Ltd. (Member ID - 59500) (SEBI REG. No. INE 261330935)  
United Stock Exchange of India Ltd. (Member ID - 13766) (SEBI REG. No. INE 271376634)

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

Multiplying Your Money - Ethically