

## **Step-by-Step Guide for Filing Complaint**

### **Step 1 :**

If you have any query or Complaint you may contact our Customer Care on following Contact Details

Customer Care No. 079-26581932 ( rahul.hardikfin@gmail.com)

Customer Care executive will record your complaint and will give you SRN ( Service Request Number)

Your query will be resolved by concern Dept within 2 working days and you will also get Report of your query on your registerd email id.

If you are not satisfied with resolution give you may escalate your query to below mentioned Details.

### **Step - 2**

Following are the details of 2<sup>nd</sup> Escalation ( hardikfintrade.atma@gmail.com)

Head Customer Care ( Contact No. 079 - 26581933)

Head Customer Care executive will record your complaint and will give you SRN ( Service Request Number)

Your query will be resolved by concern Dept within 2 working days and you will also get Report of your query on your registerd email id.

If you are not satisfied with resolution give you may escalate your query to below mentioned Details.

### **Step - 3**

Following are the details of 3<sup>rd</sup> Escalation ( hardikfin@hardikgroup.com)

Compliance Officer ( Contact No. 079 - 9375187701)

Compliance Officer will record your complaint and will give you SRN ( Service Request Number)

Your query will be resolved by concern Dept within 2 working days and you will also get Report of your query on your registerd email id.

If you are not satisfied with resolution give you may escalate your query to below mentioned Details.

**Step - 4**

Following are the details of 3<sup>rd</sup> Escalation ( [hardikfin@rediffmail.com](mailto:hardikfin@rediffmail.com))

CEO ( Contact No. 079 - 9377704325)

CEO will record your complaint and will give you SRN ( Service Request Number)

Your query will be resolved by concern Dept within 2 working days and you will also get Report of your query on your registered email id.