

C R KOTHARI AND SONS SHARES AND STOCK BROKERS PRIVATE LIMITED

Procedure for Filing a Complaint on Designated Email ID and Checking Complaint Status

1. Introduction:

C R Kothari and Sons Shares and Stock Brokers Private Limited (CRKSSBPL) are committed to providing excellent customer service and resolving any concerns or complaints related to our stock brokerage services. This document outlines the step-by-step procedure for filing a complaint via the designated email ID and how to check the status of the complaint.

2. Eligibility and Pre-requisites:

To file a complaint with C R Kothari and Sons Shares and Stock Brokers Private Limited (CRKSSBPL), you must be a registered client with an active trading/depository account. Ensure that you have relevant details, such as your client ID and transaction-related information, ready before filing the complaint.

3. Website

You can file your complaint on our designated website www.crksons.co.in

After open web page go to Contact form and fill compliant form. After successfully launch your compliant you will received acknowledgement for further reference.

4. Designated Email ID and Contact Details:

You can file your complaint by sending an email to our designated email ID: investor.crk@gmail.com. For any additional assistance or queries, you can reach our executive at +91 9920944955 or visit our any office Mumbai, Ajmer, Vadodara or Jaipur where complaint register is maintained and client can enter their complaint in the same.

5. Procedure for Filing a Complaint:

- a) Compose an email:
- b) Use the subject line: "Complaint - [Your Client ID]"
- c) Clearly state the nature of your complaint, providing specific details, dates, and any relevant supporting documents.
- d) Include your full name, contact information, and client ID in the email.
- e) Attach Supporting Documents:
- f) If applicable, attach scanned copies of relevant documents, such as contract notes, transaction receipts, or any other evidence to support your complaint.
- g) Review and Send:

Carefully review your complaint email to ensure all necessary information is included.

Send the email to investor.crk@gmail.com.

6. Acknowledgment and Reference Number:

Upon receiving your complaint, C R Kothari and Sons Shares and Stock Brokers Private Limited (CRKSSBPL) will send an acknowledgment email to confirm the receipt. The email may also contain a unique reference number for your complaint. Please use this reference number or your client Id for any future communication regarding the complaint.

7. Complaint Resolution Timeline:

C R Kothari and Sons Shares and Stock Brokers Private Limited (CRKSSBPL) is committed to resolving complaints in a timely manner. Our standard resolution timeline is 7 business days from the date of receiving the complaint. Complex issues may require additional time, but we will keep you informed about the progress.

8. Checking Complaint Status:

To check the status of your complaint, you can:

Check on our website www.crksons.co.in – Contact Form- Compliant Status or

Email us at investor.crk@gmail.com, mentioning your reference number/Client ID and inquiry about the status.

Contact our executive at +91 9920944955 and provide your reference number/Client Id for assistance.

9. Escalation and Appeal Process:

If you are not satisfied with the resolution or response provided, you may escalate the matter by:

Sending an email to Escalation Officer:

Details of	Contact Person	Address	Contact No.	Email ID
Customer care	Anant Rane	2nd Floor, Citimall, New Link Road, Andheri(W), Mumbai- 400053	9619133230	crkmumbai@crksons.co.in
Head Of Customer care	Amit Gawas		9967483901	accounts@crksons.co.in
Compliance Officer	Laxman Rohira		9987611298	laxman@crksons.co.in
CEO / Director	Pradeep Kothari		9920944955/ 9322221861	crkmumbai@crksons.co.in / pckothari2001@yahoo.co.in

Clearly state the reasons for your dissatisfaction and include the reference number of the original complaint.

The escalation officer will review your case and respond accordingly.