

Introduction: In our continuous effort to provide a streamlined process for clients to address their concerns and grievances, we have established multiple touch points through which complaints can be filed. These touch points ensure that clients have convenient and efficient channels for expressing their issues.

Touch Points for Filing Complaints:

1. **Telephonic Registration:** Clients of Nuvama can call our dedicated customer care number at 1800-102-3335 to register their concerns.
2. **Email Correspondence:** Clients of Nuvama can choose to email their issues and concerns to the following email addresses:
 - helpdesk@nuvama.com
 - dpservicesnwil@nuvama.com (related to depository)
 - servicefeedback@nuvama.com
3. **Written Communication:** Clients also have an option to send a formal letter via post or courier. Address your issues and concerns to the "Manager – Investor Grievance" at our Corporate Office in Mumbai.
4. **In-Person Submission:** Clients can visit any Nuvama Office/Branch and submit a written account of their issues and concerns. The Branch officer will document the details in the Grievance Register and forward the complaint to the respective grievance team for resolution – **Refer to the detailed branches list to submit complaints**
5. **Online Submission via Website:** Clients can raise complaints by visiting our website at www.nuvamawealth.com. Please refer below process note-

Step by Step Process for Filing Complaints on Website:

Step 1: Log in to your trading account using your User ID and password at www.nuvamawealth.com

Step 2: Submitting a New Ticket - From the dropdown menu, select "My query is not listed." Proceed to raise a new ticket. (Refer below screenshots)

Before you create a ticket

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Please check if your issue is listed below. If not, select the option "My issue is not listed" below and proceed.

Select Issue

Cancel

Create New Ticket

nuvama

Ticket Portal

New Ticket

Q Search tickets

All

In Progress

Open

Closed

No tickets created

Click on [New Ticket](#) to create one

No tickets created

Click on [New Ticket](#) to create one

Step 3: Describing the Complaint - Provide a concise description of the complaint. (Refer below screenshot)

nuvama

Ticket Portal

New Ticket

Q Search tickets

All

In Progress

Open

Closed

New Ticket

11-08-2023 11:16:20 AM

No tickets created

Click on [New Ticket](#) to create one

New Ticket

Description

Please provided details of your issue

0/1000 words

Attachments

Max No of attachments: 5

Discard

Submit Ticket

Step 4: Ticket Generation and Tracking - Upon submission, a Service Request (SR) Number will be generated. Clients can track the status of their complaint using this number. (Refer below screenshots)

5.Escalation to Senior Management: If a customer is dissatisfied with the resolution provided, they can escalate the matter to the Head of Customer Care via email at head.customercare@nuvama.com or to the Head CXO at headcxo@nuvama.com (Please refer the escalation matrix available on the website)