

Detailed Process for filing complaint.

1. All complaints must be sent by email to trade_ig@kbc.in for broking accounts and to dp_ig@kbc.in for the demat account. Alternatively, the same can also be filed on a phone call to the Compliance Officer on 033-40347000.
2. A ticket number shall be generated against any complaint filed and the same shall be shared with the client on the registered email address of the client within 24 hours of filing such complaint.
3. Kindly also attach all relevant documents (if any) for substantiating your complaint.
4. Ideally the complaint should be resolved with 3-4 working days, however, the status of the same can also be found out by stating your complaint ticket number and sending a request for status on trade_ig@kbc.in or dp_ig@kbc.in respectively.