

# Mesh Stock Brokers Pvt. Ltd.



701, Samrock Apartment, C. D. Barfiwala Marg, Andheri (W), Mumbai - 400 058.

Tel.: 022-4023 5454 ♦ [www.mesh.co.in](http://www.mesh.co.in) ♦ E-Mail : [broking@mesh.co.in](mailto:broking@mesh.co.in)

CIN No.: U67120MH2006PTC228773

## **Procedure for filing a complaint on designated email id/ telephone number**

The **Mr. Manoj B. Trivedi**- Compliance Officer shall be the designated officer for handling the Investors Grievances.

The resolution of the Complaint shall be done at the earliest and the same shall be recorded in the register along with the date of resolution.

Mesh Stock Brokers Private Limited has a dedicated email id i.e. [grievance@mesh.co.in](mailto:grievance@mesh.co.in) and dedicated helpline number (022- 40235454/55 and 9833064235) to address client complaints/grievances in a namely and efficient manner.

1. A customer may lodge complaint via various means such as Phone, Email, Letter (in writing), visiting office incase he/she is not satisfied with the services provided by Mesh Stock Brokers Pvt. Ltd. and/or his query not properly addressed.
2. All complaints (received via any of the above-mentioned modes) are recorded by Mesh Stock Brokers Pvt. Ltd. in a complaint register.
3. If the client is not satisfied with the response from the connect team client can further raise this issue on [compliance@mesh.co.in](mailto:compliance@mesh.co.in)
4. After analysing the complaint and gathering the requisite information/data to find facts of the complaint, response is sent to the complainant.
5. All details are also mentioned on website [www.mesh.co.in](http://www.mesh.co.in)

## **Procedure for finding out status of the complaint**

Whenever the customer needs to know the status of the complaint, he/she can contact Mesh Stock Brokers Pvt. Ltd. at the dedicated email contact number.