

## **How to Raise and Track Query and Grievance via Call at Jainam Broking Ltd**

**Step 1 :** Client to call on Board Line 0261-67255555 and dial extn. 19 to connect with our Customer Care department

**Step 2 :** The call will be routed to the available Customer Care Executive on a round robin basis.

**Step 3 :** Client to provide his/her details ie. Client ID, Client Name and PAN and/or Date of Birth to identification.

**Step 4 :** Customer Care Executive verifies the identification

**Step 5 :** Client explains the query / grievance  
Example – if the client requests / query is an urgent payout.

**Step 6:** Customer Care Executive to mandatory creates a ticket on the Helpdesk Ticket Portal.

**Step 7:** The Customer Care Executive selects the appropriate utility and/or ticket option and submits the request.

**Step 8:** The ticket number and/or utility number or provided to the client for tracking purposes.

**Steps 9 :** Client can call can check /track the status with customer care executive based on the ticket number provided to the client.