

How to Raise and Track Query and Grievance via Email at Jainam Broking Ltd

Step 1 : Client to Email any query or grievances on customer.care@jainam.in.

Client to email only from their registered email id with Jainam Broking Ltd

Step 2 : Ticket Creation:

When email received from any such client, the system automatically generates a Mail-to-Ticket (MTicket).

A confirmation email is sent to the client, acknowledging receipt and providing the Ticket Number.

Prompt immediate response on such query and grievances to client.

Step 3 : Query Handling:

Once the Mail-to-Ticket is created, it is allotted to the Customer Service Executive and the said executive will initiate resolution process.

Step 4 : Resolution:

Once query / grievance is resolved, client will receive reply to his /her query from customer.care@jainam.in.

On confirmation of resolution, the Customer Service Executive, then closes the ticket.

Step 5 : Ticket Closure Notification:

Once the ticket is closed, the client receives a final email confirming that their query has been resolved.

Step 6 : Re-opening of Ticket:

However, even after resolution and confirmation, client is still not satisfied, the client has the option / right to reply to the said email with same ticket reference no along with Details and the ticket will reopen.

Once the ticket is re-open, the same process as when from Step 1 to Step 5 continues.