



### IGC Process to file a complaint.

### **B N Rathi Securities Limited – Member : NSE, BSE, MCX and DP-CDSL**

For any kind of support for the service provided by the BNRSL or grievance reporting to the services provided by the B N Rathi securities Limited. Any of the below two procedures to be followed.

Register your grievance through below email id:

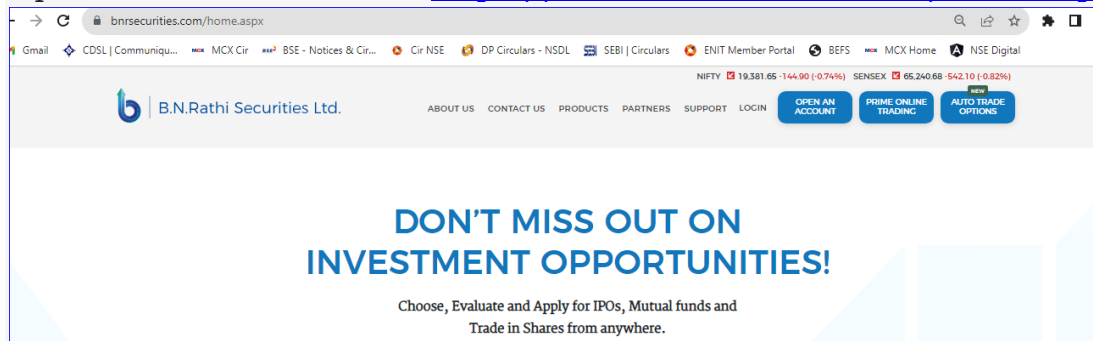
GRIEVANCE CONTACT or Investor Grievance  
Contact: [investorgrievances@bnrsecurities.com](mailto:investorgrievances@bnrsecurities.com), Phone: 040-40526279/77  
DP Investor Grievance: [investorgrievances@bnrsecurities.com](mailto:investorgrievances@bnrsecurities.com), Phone: 040-40526279.

On receipt of the complaint Unique reference number will be provided to the client registered email id with in one to two working days

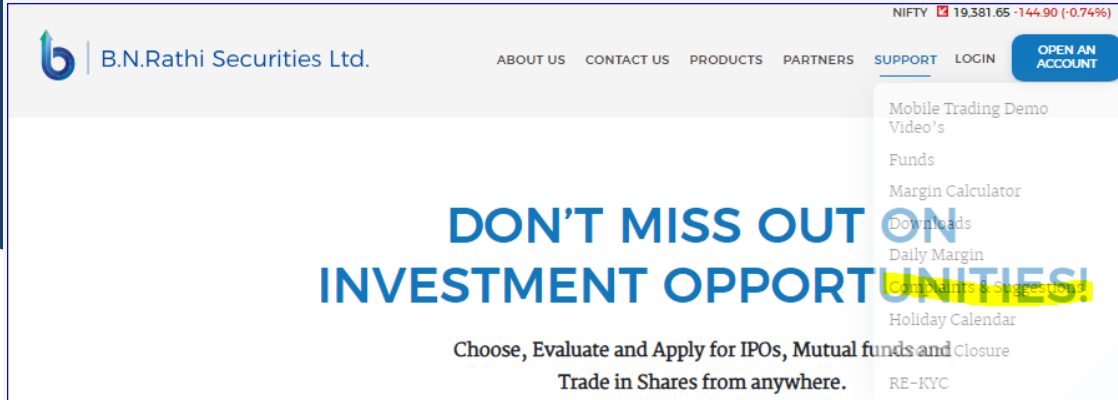
Status of the complaint will be informed through the above email to the client registered email id. Client can reach on the above communication for further support.

Register Your grievance through Website:

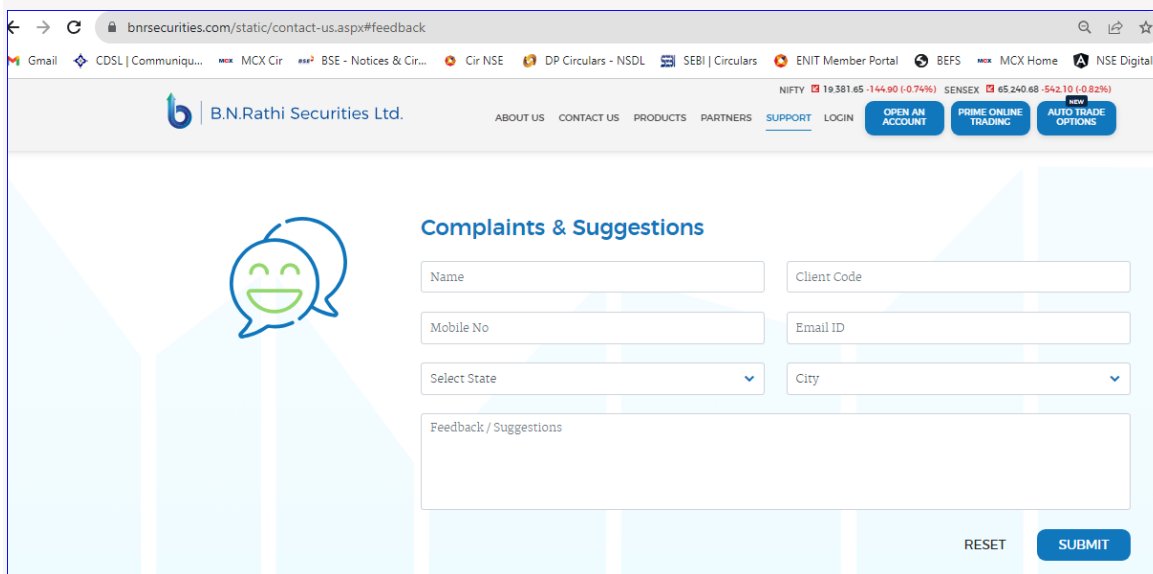
Open the BNRSL website : <https://www.bnrsecurities.com/home.aspx>



Go To Support and Click on the Complaint and suggestions



Fill the details in the window and submit.



On receipt of the complaint Unique reference number will be provided to the client registered email id with in one to two working days

Status of the complaint will be informed through the above email to the client registered email id. Client can reach on the above email communication for further support.

**B N Rathi Securities Limited** had displayed the IGC escalation Matrix on our website for information.

Link for the IGC Escalation Matrix:  
<https://www.bnrsecurities.com/files/downloads/BNR-For-Grievance.pdf>