

In case if client is having query / compliant related to trading account, client can raise his query / complaint by :

1. Writing email on our dedicated email id [customerservice@justtrade.in](mailto:customerservice@justtrade.in) (as soon email reached, client will get a 6 digit numerical compliant number as a auto-reply . Client will get the response within the turn around time).
2. Client can also lodge his query/ complaint by contacting customer care team on our toll-free lines 1800-3000-9000.

In case if client concerns were not resolved or he/she is not getting proper response, client can re-escalate his matter on call via referring trading id or on email via referring 6-digit numerical number. If then also the concern was not resolved client can drop email or call to the below escalation levels.

#### **Escalation Matrix**

<b>Levels</b>	<b>Contact Person</b>	<b>Contact No.</b>	<b>Email Id</b>
1st level	P Kandhimathi	1800-3000-9000	pkandhimati@bajajcapital.com
2nd level	Lovelesh Chaudhary	011-41693000 Ex.1905	loveleshc@bajajcapital.com
3rd level	Siju Panicker	011-41693000 Ex.275	<a href="mailto:compliance@justtrade.in">compliance@justtrade.in</a>
Director	Sanjeev Maheshwari	011-41693000 Ex.503	sanjeevm@bajajcapital.com