

**Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.**

**a) Direct Client Account Opening**

- Client will have to download and fill up the physical form provided on website.
- Self-attest all required documents mentioned in form (such as PAN, Address proof, Bank Proof, Income proof etc.) The discrepancies in the KYC information or documents have to be fulfilled by the client.
- Next client will have to Sign on all required pages and send the form to given Address.
- Only upon successful verification, the account will be opened. And our team will guide you if any further assistance is required.

**b) Filing a complaint on designated email id**

A client can directly mail us regarding his issues/complaint/query at [mnsrif@hotmail.com](mailto:mnsrif@hotmail.com). As soon as we receive the mail a unique ticket I'd is allotted and is directly mailed to the client. He can further track his issues/complaint/query through this ticket over the call or mail.

If he/she is not satisfied with the resolutions provided through the helpdesk, the matter can further be escalated as per the escalation matrix defined over the website.

**c) Finding out the status of the complaint etc.**

To find the status of the same he can write to our helpdesk team on [mnsrif@hotmail.com](mailto:mnsrif@hotmail.com) or can connect with us at 011-26811967.