

CUSTOMER SERVICE – GRIEVANCE SOP – ON EMAIL

1. Complaint received on Emails - Process Description:

Process flow for complaint received on emails:

Whenever an email is received the same would be tagged in CRM and it would get auto-assigned to a customer service executive. Further if the information for the respective query received is available the same would be communicated via email through CRM.

Emails marked by clients/Investors are directed to escalation ids are considered in Grievance Desk. **grivance@5paisa.com, dp.grievance@5paisa.com, compliance@5paisa.com & CEO@5paisa.com.**

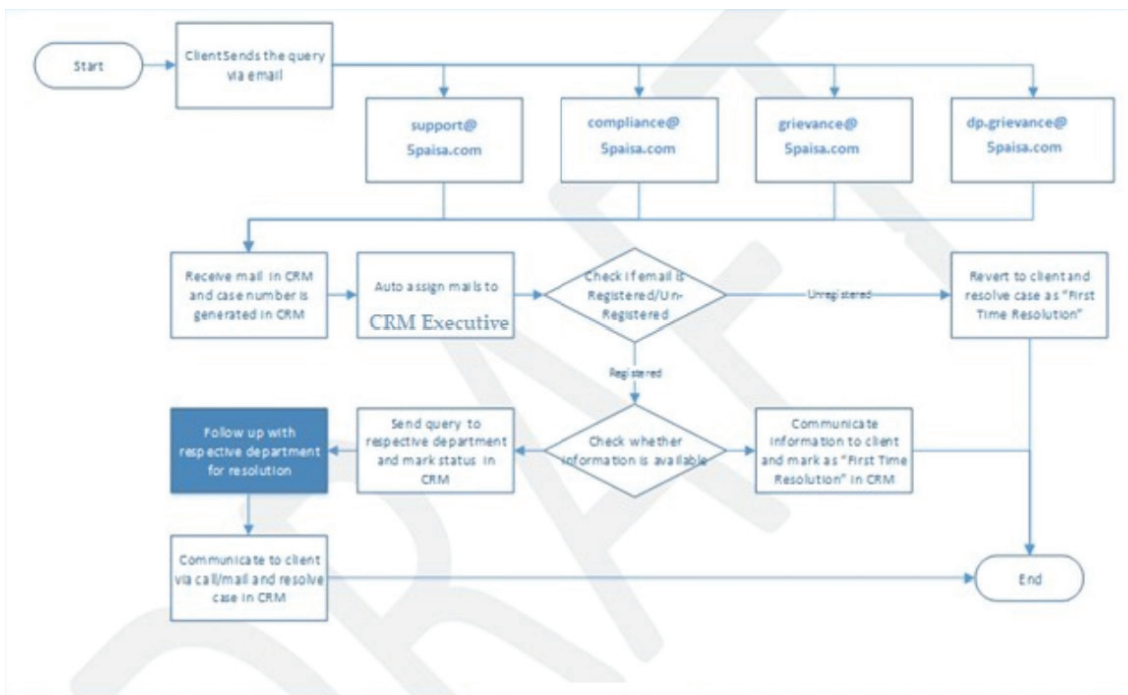
Cases are automatically created in CRM when an email is received and the status of the resolution would be updated in the 5 paisa capital Ltd Website.

In case a customer writes from an unregistered email id he/she would be requested to write back from the registered email id and accordingly the case in CRM would be resolved.

Normally the grievance/query/complaints are reverted by the team within 8 hours.

The customer can get the status of the complaint in the 5 paisa capital Ltd Website.

Process Flowchart – Grievance through Email:



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CUSTOMER SERVICE – GRIEVANCE SOP – ON CALLS

2. Complaint received on calls - Process

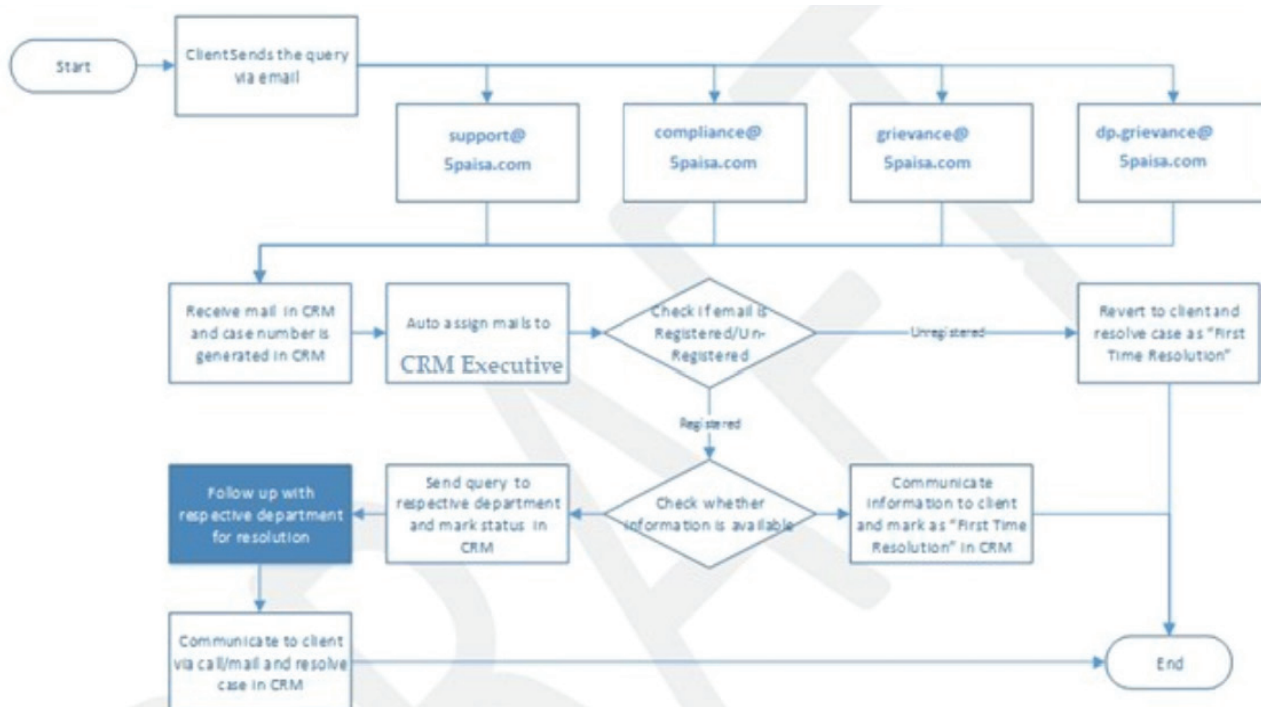
Process:

The call is received by the customer service executive. If the call is received from an un-registered number, the customer service executive will carry out the verification and would proceed further with the query. Then it is further bifurcated in query or complaint. Based on the requirements from clients the same would be addressed appropriately by the customer service team.

In case of calls, for calls received from Registered numbers the system pops up the Customer Relationship Management (CRM) page with customer details and for calls from unregistered numbers cases are created in CRM after inbound calls are received. On resolution the status of the same would be updated.

While ending the call the customer service executive provides alternatives where the information can be availed through 5 Paisa capital Ltd website also. Normally the grievance/query/-complaints are reverted by the team within 8 hours.

Process Flowchart – Grievance through Call



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