

PROCEDURE TO FILE COMPLAINT

A complaint can be raised by sending email to grievance@crestfinserv.com. Our team shall ensure to give you an email reply or call back for your query raised or complaint registered with us. The Internal Turnaround Time ("TAT") for this first response from Broker is within 3 hours or maximum 24 hours.

1. Our first level team shall speak with you or communicate and understand your complaint and query and answer and resolve them immediately if possible.
2. If the complaint / query is not getting resolved by the first level team, then they shall escalate to the senior level team immediately and they shall do the needful communication with client for resolution within 6 hours of escalation.
3. If the senior level team is unable to resolve within the given TAT, then the complaint resolution is escalated to the Compliance Officer / Director in charge to personally look into client complaint and do the best possible effort to resolve and satisfy the client's requirements.

For Complaints filing on phone, please call us on 022-40512226/40512213.

PROCEDURE TO TRACK STATUS OF THE COMPLAINT

The status of the Complaint raised will be intimated to you via email.

In case of non-receipt of intimation email you may contact us on 022-40512226/40512213.
