

Step by Step process for filing a complaint to m.Stock

Step 1- A customer can raise a query to m.Stock via Email, Phone, and Portal.

Step 2 – Customer complaints will be acknowledged by mStock.

Step 3 – Within 24 working hours, a suitable response will be sent to the customer.

Step 4 - If a customer is satisfied, the complaint will be closed. If unsatisfied, a customer can write to the Compliance Office email ID.

Step 5 – On receiving the complaint, the Compliance team will investigate the complaint and respond customer within 5 working days.

Step 6 - If a customer is satisfied, the complaint will be closed. If unsatisfied, a customer can write to the regulator to seek a satisfactory response.

Complaint Filing Flowchart

