



## Procedure to File Complaint with SKI capital Services ltd

SKI Capital Services ltd takes utmost care that we provide the quality services to clients and also ensure their satisfaction.

However, if client is having any concerns w.r.t. his/her account, they can raise their concerns at [contact@skicapital.net](mailto:contact@skicapital.net) or can call to our customer service desk at 011-45046023

Further, if client is having any complaint or dispute, he can raise the complaint through various modes as listed below:

- Email
- Phone call
- Physical letter
- Personal Visit

### **Below are the steps for filing the complaint with SKI CAPITAL:**

#### ❖ **Through Email: -**

Client can email us his concerns through his registered email id at our dedicated email id i.e.

✉ [Grievances@skicapital.net](mailto:Grievances@skicapital.net) (For broking related concerns)

✉ [Grievances@skicapital.net](mailto:Grievances@skicapital.net) (For DP related concerns)

Upon sending the email to mentioned email id, client will get auto acknowledgement having the complaint reference number which he can use for his future correspondences.

#### ❖ **Through Phone Call: -**

Client can call to Customer Service Desk at below mentioned Contact number and get his concerns/ complaint registered through Customer service representatives.

☎ 011-45046000

☎ 011-45046023



❖ **Through Physical Letter: -**

Client can also send his complaint through letters to our below mentioned address:



SKI Capital Services Ltd.  
718, Dr Joshi Road, Karol bagh,  
New delhi - 110005

❖ **Through personal Visit: -**

Client can visit to his respective / nearest branch and inform our officials about his concerns. Our branch officials will understand our concern and get the same registered to address the same.

Upon receipt of complaints, SKI Capital officials will do the required investigation on client's concern and will provide the response to client within 7 working Days.