

Procedure to File Complaint with Motilal Oswal Financial Service Ltd.

Motilal Oswal Financial Service Ltd. (MOFSL) 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 query@motilaloswal.com or can call to our customer service desk at 022-40548000/022-67490600.

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

- Email
- Phone call
- Web portal
- Physical letter
- Personal Visit

Below are the steps for filing the complaint with MOFSL:

❖ Through Email:-

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

✉ Grievances@motilaloswal.com (For broking related concerns)

✉ dpgrievances@motilaloswal.com (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 MOFSL's Customer Service Desk at below mentioned Contact number and get his concerns/ complaint registered through Customer service representatives.

☎ 022-40548000

☎ 022-67490600

❖ **Through Web Portal:-**

Client can file his complaint or raised is concerns from his Online login by logging in through login credentials. Client needs to follow below Steps for raising concerns through Web portal:

- Login to online login through www.motilaloswal.com
- Click on   **HELP**  **FAQ's**
- Upon clicking on FAQ's option, the page with "**FREQUENTLY ASKED QUESTIONS**" will appear on web screen. Client can search the relevant query/ concern through Search Bar. If FAQ for relevant concern is not available. Client can raise the concerns through option "**NEED MORE HELP**".
- Once client submit his concern, he will get the complaint reference no. on his registered email id which he can use for future correspondences.

❖ **Through Physical Letter :-**

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



Motilal Oswal Financial Services Ltd.
2nd Floor, Palm sprint Center,
New Link Road, Next to D-mart,
Malad West, Mumbai - 400064

❖ **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, MOFSL officials will do the required investigation on client's concern and will provide the response to client within 7 working Days. However, in certain cases, the response to client may take more time. In such scenario, client will be informed about the same.

Further, client may also check the status of his complaints through his online login by following the below steps.

- Login to online login through www.motilaloswal.com
- Click on   **HELP**  **TRACK YOUR QUERY**
- Upon clicking on "**TRACK YOUR QUERY**" option, the page with "**TRACK YOUR QUERY**" will appear on web screen. Client can check the status of his query/ complaint by entering the Interaction ID of his respective query/complaint.

Filing a Complaint / Query with MOFSL

End-to-End Process Flowchart

STEP 1 Identify Your Concern

➔ Is this a Query or a Complaint / Dispute?

QUERY

General concern or information request

✉ query@motilaloswal.com

☎ 022-40548000

022-67490600

Resolved by Customer Service Representative

COMPLAINT / DISPUTE

Specific Complaint

Proceed to Step 2 to register via one of 5 available modes

STEP 2 File Your Complaint — Choose a Mode

Select ONE of the 5 Filing Modes below:

✉ Email	☎ Phone Call	🌐 Web Portal	✉ Post / Letter	📍 Branch Visit
grievances@ motilaloswal.com (Broking)	022-40548000 022-67490600	Login to your trading account through www.motilaloswal.com → Help → FAQ → Need More Help	Grievances Department, 2nd Floor, Palm Spring Centre, Malad West, Mumbai-400064	Visit nearest MOFSL branch Officials will register your complaint
dpgrievances@ motilaloswal.com (DP)				

Submit your complaint via chosen mode

📄 Acknowledgement

You will receive a Complaint Reference Number / Interaction ID upon submission
(Retain Complaint Reference Number for all future correspondence)

STEP 3 Analysis & Resolution

MOFSL Officials conduct analysis on your complaint



📅 Response Timeline
Within 7 Working Days
Extensions communicated proactively



COMPLAINT RESOLVED
Process Complete

Track Your Complaint Status -

Track online via MOFSL Web Portal

