

**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](mailto: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](mailto:Grievances@motilaloswal.com) (For broking related concerns)

✉ [dpgrievances@motilaloswal.com](mailto: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](http://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.  
2<sup>nd</sup> 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](http://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.