

Steps to Lodge Complaint/Request/Query:

We understand the importance of addressing any concerns or queries you may have. To ensure a seamless process for lodging complaints, requests, or queries, please follow the steps below:

Contacting Customer Care Desk:

You can reach our dedicated customer care desk either by phone or email. Choose the option that is most convenient for you.

Via Email:

If you prefer to communicate through email, please send your detailed complaint, request, or query to our customer care email ID: **csecsupport@chola.murugappa.com**.

- Kindly ensure that you send the email from your registered email ID for authentication purposes.
- Please provide your trading ID/Demat account number and clearly explain the details of your complaint, request, or query in the email content.
- Upon receipt of your email, you will receive an interim or acknowledgement email along with a unique ticket number for reference.
- Our team will respond to your query at the earliest, and the response will be sent to your registered email ID.

Via Phone:

To connect with our customer care team via phone, simply dial our **Toll-Free number: 1800-425-4477** from your registered mobile number.

- When you call, our customer care executive will register your complaint, request, or query and provide you with an acknowledgement email containing the ticket number for tracking purposes.
- We will make every effort to address your concerns promptly, and the response will be communicated to you through email.

We value your time and strive to resolve any issues you may encounter as efficiently as possible. Our team is dedicated to providing you with excellent service and ensuring your satisfaction.

