

Filing Complaints at Fortune Fiscal Ltd

Customers can approach Customer Service for their concerns via the following channels. Once the customer raises the concern via any channel, the interactions get recorded in company's backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in any of their interactions with the Customer Service team.

➤ **Complaint through Telephone Support.**

Customers can reach out to our dedicated Support team via the numbers below:

| Desk | Number | Timings |
|------------------|------------------------------|--|
| Customer Service | 0265 2361450 0265 2225614 | Monday to Friday 9:30 AM to 5.00 PM |

Upon receipt of complaint an acknowledgement mail of same is sent to complainant. Further complaint is forwarded to compliance department after recording in the complaint register.

➤ **Complaint through visiting Company / AP's Office.**

Client may visit to Company/AP's office personally and register complaint. AP's office forward complain to company office. Upon receipt of complaint an acknowledgement mail of same is sent to complainant. Further complaint is forwarded to compliance department after recording in the complaint register.

➤ **Complaint via designated Email ID**

The customers sends an email to one of our designated Support Email IDs.

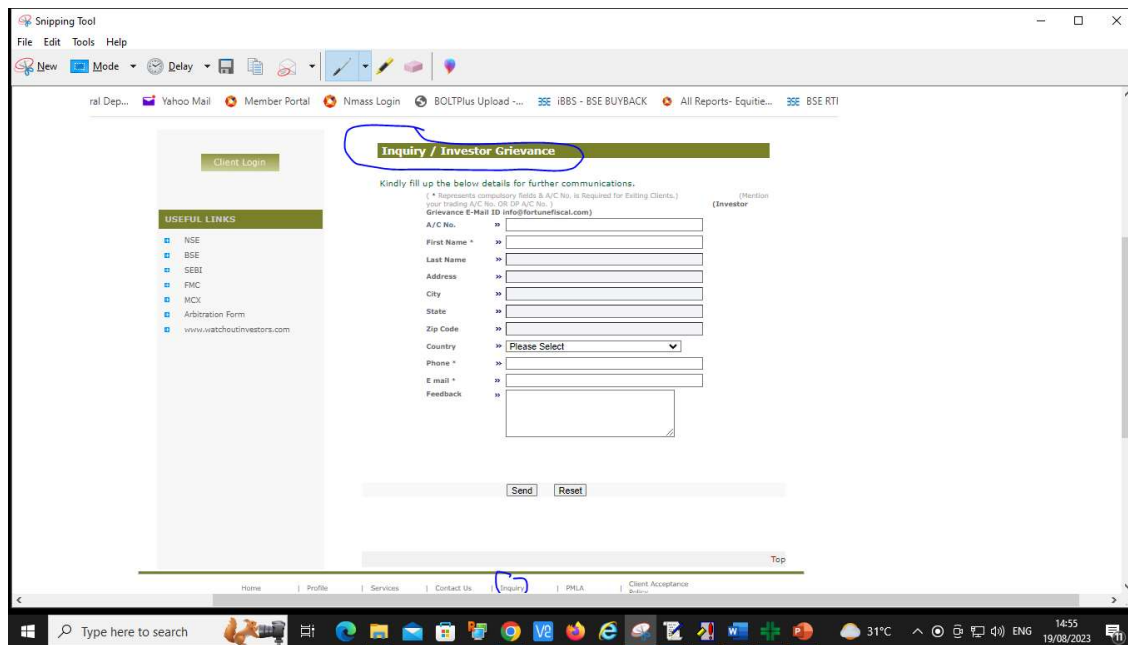
| D | Email ID |
|------------------|------------------------|
| Customer Service | info@fortunefiscal.com |

The email gets recorded in complaint register and an acknowledgement mail of same is sent to complainant.

➤ **Complaint via Web form Support**

Customers can even fill a web form from the **Inquiry** section, as follows:

1. Log in to the Fortune Fiscal website: www.fortunefiscal.com.
2. Click the **Inquiry** option from the bottom of your screen.
3. The following window will appear, where you can enter your query and submit it.
4. The submitted query will be directed to our mail ID.



Compliance Team will refer the grievance collect the necessary data and other details from concerned dept/branch office. After analyzing details reply will be communicated to Client on his/her registered mobile no and/or Email id and once reply given to client, compliant will be closed and same be noted in the register.

➤ Complaint to Statutory Authorities.

- NSE : <https://investorhelpline.nseindia.com/NICEPLUS/>
- BSE : <https://bsecltr.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
- CDSL : <https://www.cdslindia.com/Footer/grievances.aspx>,
- SEBI : <https://scores.gov.in/scores/Welcome.html>