

PROCEDURE FOR FILING A COMPLAINT ON DESIGNATED EMAIL ID

1. THE CLIENT CAN SENT COMPLAINTS ON DESIGNATED E-MAIL ID 'CUSTCARE@PINC.CO.IN' FROM HIS/ HER REGISTERED EMAIL ID.
2. ON RECEIPT OF COMPLAINT FROM CLIENT, DP SEEKS FACTS OF THE CASE AND TAKING UP WITH THE CLIENT TO RESOLVE THE ISSUES RAISED IN THE COMPLAINT.
3. IN CASE CLIENT IS NOT SATISFIED WITH RESPONSE/ RESOLUTION PROVIDED TO HIM/HER, THEN CLIENT MAY APPROCH THE CONCERNED OFFICER AS PER ESCALATION MATRIX -
https://www.infinityfinsec.com/documents/contact_us/Excalation-Matrix.pdf