

How to submit a complaint

If you have a complaint that you would like to submit to the us for resolution, please follow the procedure below.

Level 1: Submitting a complaint for the first time

If you are submitting your complaint for the first time, please email your concern to Investor Grievance email id - msl@maximussecurities.com for Demat & Trading. While doing so, we request you to mention your:

1. Client Code/Demat AC no.
2. Complaint Description

Level 2: You are not satisfied with the first response

If the resolution you received does not meet your expectations, you may communicate your concern further. To do so, please write details and send it to

Ms. Rashmi Revankar, Head – Compliance Officer Trading - rashmi@maximussecurities.com.
Ms. Sheetal Shivkar, Head – Compliance Officer Demat - sheetals@maximussecurities.com.

Level 3: You are not satisfied with the second response

If you are unsatisfied with the responses you received after following the first two levels of the complaint mechanism, you may write further to:

Regulators Link to Lodge a Complaint

SEBI- <https://www.scores.gov.in/scores/Welcome.html>

NSE- <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE- <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>

NSDL - <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>