

Complaint filing process for Trading and Demat Accounts

1. For any grievance or disputes you may send us an email to grievance@sanctumwealth.com or contact your Wealth Manager.
2. All grievance or complaint received by us directly, via email or on call, will be recorded and duly logged into Sanctum's internal Complaint Management System to keep track.
3. Upon receipt of your complaint, you will receive an acknowledgement email from Sanctum along with a complaint id. Kindly quote this complaint id for all your future correspondence regarding the complaint.
4. Sanctum will respond with a resolution not later than 15 working days from the date of receiving your complaint.
5. A resolution will be formally communicated to you along with details of the issue and reasons for the same.
6. In case you are not satisfied with the resolution, you can follow the escalation matrix available on our website.
7. You may further escalate to the relevant Stock Exchanges or Depository respectively, at the following contact points:
 - i. (NSE) Tel: +91 22 2659 8190 / 1800 2200 58 (Toll free) or Email: atignse@nse.co.in;
 - ii. (BSE) Tel: +91 22 2272 809 or Email: is@bseindia.com;
 - iii. (NSDL) Tel.: (022) 2499 4200 / Toll free (Investor Helpline): 1800 1020 990 / 1800 224 430 or Email: relations@nsdl.co.in or [Click here](#) to submit Complaint / Query online.
8. You may also choose to approach SEBI for escalating your complaints through the SCORES platform (www.scores.gov.in) at:
SCORES Website link : <https://scores.gov.in/scores/Welcome.html>
SCORES Mobile App :
(Android): <https://play.google.com/store/apps/details?id=com.sebi.invedu>
SCORES Mobile App (IOS): <https://apps.apple.com/in/app/sebiscopes/id1493257302>

Sanctum Wealth Private Limited

AMFI registered Mutual Fund Distributor | Stock Broker | Depository Participant | Portfolio Manager | Research Analyst
(Formerly, Sanctum Wealth Management Private Limited)

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