

WRITE UP ON PROCEDURE FOR FILING AND DISPOSAL OF COMPLAINT

1. Investor/ Client can file a Complaint/ Grievance with Sushil Financial Services Private Limited (SFSPL) at compliance@sushilfinance.com
2. Upon receiving the Complaint, SFSPL acknowledges the receipt of the complaint by raising a ticket. Investor/ Client shall receive an e-mail on the registered e-mail address notifying the ticket number for the complaint filed with SFSPL.
3. A detailed analysis of the complaint shall be carried out by SFSPL.
4. The complaint shall be redressed within 21 days from the date of the receipt of the Complaint and a reply will be sent to the Client/ Investor on the registered e-mail address.
5. The Client/ Investor shall be notified that the Complaint/ Grievance so raised is closed.
6. The Client / Investor can see the status of the Complaint filed with SFSPL at <https://www.sushilfinance.com/Client/ClientLogin> by following the below steps:
 - a. Client/ Investor will have to login by entering Client Code and Password
 - b. Click on tab Investor Grievance
 - c. The status of the complaint will appear.

**File Complaint/ Grievance at
compliance@sushilfinance.com**

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graph TD; A[File Complaint/ Grievance at compliance@sushilfinance.com] --> B[SFSPL acknowledges the receipt of the complaint by raising a ticket. Investor/ Client shall receive an e-mail on the registered e-mail address notifying the ticket number for the complaint filed with SFSPL.]; B --> C[A detailed analysis of the complaint shall be carried out by SFSPL]; C --> D[The complaint shall be redressed within 21 days from the date of the receipt of the Complaint and a reply will be sent to the Client/ Investor on the registered e-mail address.]; D --> E[Client/ Investor shall be notified that the Complaint/ Grievance so raised is closed]; E --> F[Client/ Investor shall can see the status SFSPL at https://www.sushilfinance.com/Client/ClientLogin by following the below steps: a. Client/ Investor will have to login by entering Client Code and Password b. Click on tab Investor Grievance c. The status of the complaint will appear.];
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