

Investor Grievance Handling Mechanism

1. In terms of requirements for handling of investor grievances, we have created a dedicated e-mail ID i.e. grievance@wiinance.com and compliance@wiinance.com for Redressal of Investor complaints and queries only. Any aggrieved investor may drop in his complaint on this email ID.
2. Mandatory details for filing complaints are: Complaint should be sent from registered mail id, Name, Trading Code, Complaints in brief, Period or Date of Dispute, Name of Person with whom you are dealing, Claim Amount (if any), should be detailed in the Complaint.
3. Upon receipt of the complaint on the aforesaid mail id, a "TICKET ID" is generated for the complaint, and the same is forwarded to the client on the same day as an acknowledgment of receipt of the Complaint and also acts as a reference number for future correspondence.
4. A Complainant can call on the number "+91 9769004000", for inquiring the status of his/her complaint and give the aforesaid Ticket ID or the UCC code for the verification of the complaint.
5. A resolution of the complaint is provided to the client on their registered mail id. In case if the complainant is not happy with the resolution provided, complainant can re-open the complaint with the same Ticket ID and can provide further submissions/evidences.
6. In case if the client is still unhappy with all the resolution given or non-receipt of proper feedback, the client can escalate the complaint to the contacts given in the "Escalation Matrix" in the Contact us page of our website.