



**Matalia**  
TRUST  
TECHNOLOGY  
TRANSPARENCY

**Matalia Stock Broking Pvt Ltd**  
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## CLIENT GRIEVANCE REGISTRATION PROCESS

Client can easily register their grievance regarding MSBPL by following below simple steps -

- ☒ Click on our escalation menu provided in useful links. Open pdf file.
- ☒ Client may approach level 1 officer from client's registered mail address at mail - [kyc1@matalia.co.in](mailto:kyc1@matalia.co.in) and if grievance is not resolved with in 5 working days,
- ☒ Then client may approach level 2 from client's registered mail address officer at mail - [dpsupport@matalia.co.in](mailto:dpsupport@matalia.co.in), if grievance is not resolved with in next 3 working days,
- ☒ Then client may approach level 3 from client's registered mail address at compliance officer at mail [dhyanesh@matalia.co.in](mailto:dhyanesh@matalia.co.in), hope at this level we have satisfy your grievance.