

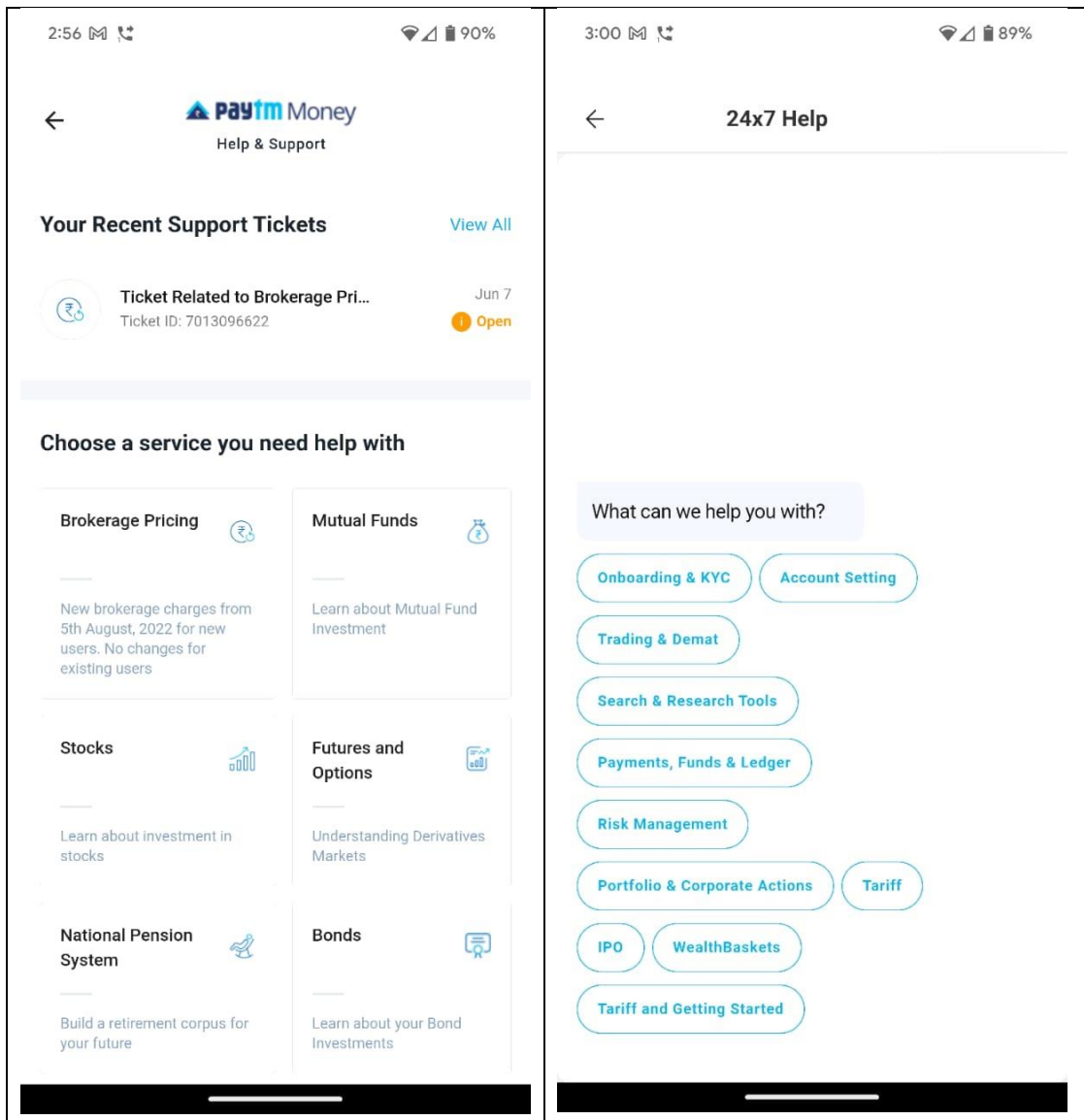
Maintenance of a Website by Stock Brokers and Depository Participants

Please find the below detailed write up on procedure for filing a complaint on designated E-mail id and Contact Nos, we have also mentioned the procedure for finding out status of the complaint:

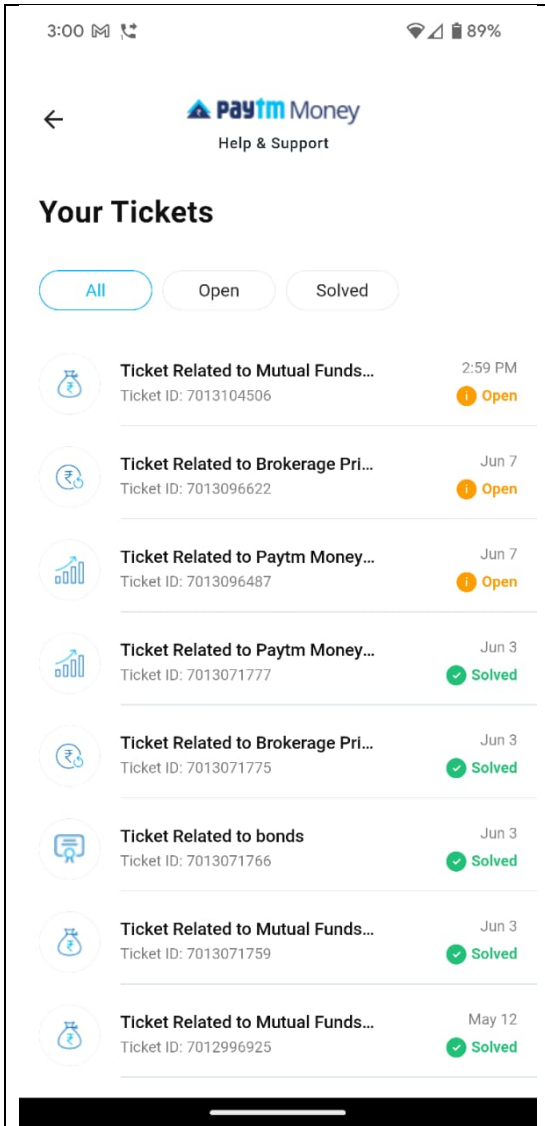
- We have designed following E-mail ID's and dedicated Contact Numbers

Email ID's	Contact Numbers
feedback@paytmoney.com	Customer Care: 07612796277
exg.support@paytmoney.com	Head Customer Care: 07612796285
exg.complianceofficer@paytmoney.com	Compliance Officer: 07612796281
info@paytmoney.com	CEO Desk: 07612796284

- The above E-mail ID's and Contact Numbers are hosted on our Website and Mobile App.
- Once the client writes an email, we generate an automated Ticket Number and an interim hold response is sent to the client.
- Depending on the complexity of the issue this Ticket is referred to one of our subject matter expert who investigates and provides the resolution on best efforts basis.
- In case where a clarity is required a call back is made to the client and more clarity is being sought.
- Client can also raise their query through our Mobile App Help option



- Once the client selects any one of the option provided under the Mobile App Help option, he gets the resolution. If client is not satisfied with the resolution a ticket is raised



➤ Status of all APP tickets can be visible to client here



Your Recent Support Tickets

View All



Ticket Related to Brokerage Pri...
Ticket ID: 7013096622

Jun 7

Open

Choose a service you need help with

Brokerage Pricing



New brokerage charges from 5th August, 2022 for new users. No changes for existing users

Mutual Funds



Learn about Mutual Fund Investment

Stocks



Learn about investment in stocks

Futures and Options



Understanding Derivatives Markets

National Pension System



Build a retirement corpus for your future

Bonds



Learn about your Bond Investments