

Filing Complaints

Customers can approach Customer Service/Complaints for their concerns via the following channels:

Filing a Complaint via registered Email ID

1. In the first step, the customers sends an email to one of our designated Support Email IDs.

Desk	Email ID
Customer Service Compliance Officer	customercare@marfatia.net Compliance@marfatia.net

2. We will reach out to you as soon as possible
3. Customer will be intimated once their query gets resolved.

Online Complaint Booking

1. Go to the Marfatia website: www.marfatia.net



The screenshot shows the Marfatia website header with navigation links: Downloads, New Downloads, Complain, FTP Access, Investor Relationship, Webmail, Careers, Support Live, Webinar, E Voting from CDSL, and Help Line No: 0265-2351355. The main navigation bar includes: About us, Services, Markets, Mutual Funds, Research & Knowledge, Transfer/Withdraw Funds, Contact Us, Online Payment, Sign In (E Trade), Trade Net, and Activate Dormant A/C.

Request / Complains Booking

Services Request Form

First Name*
First Name

Last Name*
Last Name

Email*
Email

Contact Number*
Contact Number

Address

Your complain or query*

Send

Footer: <https://www.marfatia.net/ServiceRequest.aspx>, NSE EXCHANGE MARGIN FILE, Explore Home, Useful Links NSE, For Investor Grievances Contact: Member Code

2. Click the **Complaints** menu a form will open kindly fill the detail and query and send the query to us.
3. You will receive an email for your query raised with details.
4. Once your query/request gets resolved you will be intimated for the same via email.

Customers can reach out to our dedicated Support team via the numbers below:

Desk	Number	Timings
Customer Service	0265-2351355 0265-3513355	Monday to Friday 8:30 AM to 5 PM