

**From:** Pinki Roy <roypinki@gmail.com>  
**To:** pdfconvert@pdfconvert.me  
**Subject:** Fwd: FYI [TRUSTLINE SECURITIES RESPONSE TO ME COMPLAINT]  
**Date:** Sun, 9 Nov 2014 21:38:31 +0530

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----- Forwarded message -----

From: **Pinki Roy** <[roypinki@gmail.com](mailto:roypinki@gmail.com)>  
Date: Thu, Jul 3, 2014 at 12:42 AM  
Subject: FYI [TRUSTLINE SECURITIES RESPONSE TO ME COMPLAINT]  
To: Poonam Chand <[poonam.chand@bseindia.com](mailto:poonam.chand@bseindia.com)>

----- Forwarded message -----

From: **Pinki Roy** <[roypinki@gmail.com](mailto:roypinki@gmail.com)>  
Date: Thu, May 3, 2012 at 9:22 PM  
Subject: Re: FW: [Reminder-2]holding statement.  
To: [helpdesk@trustline.in](mailto:helpdesk@trustline.in), Amit Goel <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>, [BR61@branch.trustline.in](mailto:BR61@branch.trustline.in), [trustline@trustline.in](mailto:trustline@trustline.in)

DO YOU UNDERSTAND SIMPLE ENGLISH OR NOT.

I HAVE TOLD YOU IN MY PREVIOUS MAILS THAT YOU HAVE NOT RESPONDED TO ALL MY MAIL TRAILS.

YOU ARE HIDING THE SEBI's and TRUSTLINE's CEO's NAME AND CONTACT DETAILS.

WHEN YOU SENT ME THE POLICY DOCUMENT DID YOU VERIFY THAT ALL THE PAGES WERE INTACT, THERE ARE pages MISSING FROM IT, THEY ARE PAGES 7, 8, 13 and 14.

WHY IS MY ACCOUNT WITH YOU IN THE SUSPENDED MODE IF ALL WAS WELL?

IF YOU WANT ME TO STOP SENDING YOU YOUR REMINDERS THEN PROVIDE ME SEBI AND YOUR CEO's Email and contact details so that I can take my case further.

On Thu, May 3, 2012 at 1:27 PM, HELPDESK <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)> wrote:

bDear Valued Customer,

We have already send the copy of the agreement along with the necessary document as required. Please find the attached holding statement & ledger.

We have already replied on your all trails mails and resolved your query , there is no need to send the reminder mails again and again.

Further if any query, you can come to our office and resolve the complaint, prior to that please take the appointment (0120-4679216)

Encl. : Financial ledger & Holding Statement

We hope your query has been replied satisfactorily.

***LOOKING FORWARD TO BUILD UP GOOD RELATIONS IN FUTURE***

#### HELPDESK

For any further information and assistance email us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in) or call us at our helpline [+91-120-4663300](tel:+91-120-4663300).

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**From:** Pinki Roy [<mailto:roypinki@gmail.com>]

**Sent:** Wednesday, May 02, 2012 10:30 PM

**To:** sailendra jain; [BR61@branch.trustline.in](mailto:BR61@branch.trustline.in); [rdcc@trustline.in](mailto:rdcc@trustline.in); [helpdesk@trustline.in](mailto:helpdesk@trustline.in)

**Subject:** Re: [Reminder-2]holding statement.

This is a reminder mail.

On Wed, May 2, 2012 at 10:27 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Wed, May 2, 2012 at 1:38 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Tue, Apr 10, 2012 at 9:16 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Mon, Apr 9, 2012 at 9:08 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Saliendra,

Again you have not sent the statement.

Regards,  
Pinki Roy

On Wed, Apr 4, 2012 at 12:52 PM, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)> wrote:

Hi,

Please find attached holding statement computed with fridays closing rates as of 30th march.

Thanks and Regards.

Sailendra jain.

9810248365

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>

Cc: <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>

Date: Wed, 2 May 2012 01:35:28 +0530

Subject: Re: [Reminder-2][URGENT] Info for update.

This is a reminder mail.

On Sun, Apr 29, 2012 at 6:26 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Please send me the email id of the CEO of the company so that I can take my grievances to him.

The HELPDESK has not replied anything on this so I need to escalate it to the highest Authority in TRUSTLINE.

Regards,

Pinki Roy

On Fri, Apr 13, 2012 at 10:43 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Waiting for your reply. A reminder mail.

On Wed, Apr 11, 2012 at 4:53 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi Amit,

If you go through this mail trail, you will realize how I was defrauded by Sailendra Jai

My

On Tue, Apr 10, 2012 at 10:23 AM, Amit Goel <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)> wrote:

Dear Valued client,

Please mention the specific query or the problem which you are facing as also mentioned in the previous mail to you.

**From:** Pinki Roy [mailto:[roypinki@gmail.com](mailto:roypinki@gmail.com)]

**Sent:** Monday, April 09, 2012 8:28 PM

**To:** [helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com); [amitgoel@trustline.in](mailto:amitgoel@trustline.in); [rdcc@trustline.in](mailto:rdcc@trustline.in)

**Subject:** Re:[Reminder-1][URGENT] Info for update.

On Sat, Apr 7, 2012 at 8:37 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Helpdesk,

I had sent the below mail to you last year in Feb 27, 2011.

I was told by the Helpdesk on phone last year, that there is no such scheme as Sailendra had introduced me to and had enrolled me for run by the company.

I want to know what steps you have taken against such activities of Sailendera where he ripped me off.

I have seen similar cases of fraud on the internet by TRUST LINE.

Regards,

Pinki Roy

On Sun, Feb 27, 2011 at 7:17 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi,

1.I am having a debit balance of Rs 10953 DR.

I wanted to know at what percentage do you charge the interest until it is paid.

2.Last July I had asked Sailender Jain ,your employee, whom I have come to know through Orkut, what all Mutual Funds are good and good for investment.In July 2010 he had told me saying that we look after the clients accounts well and invest very protective way and protecting the client's money is very important and on top of that we earn a minimum of 3-5-10% profits per month.

I had invested Rs [4.55L](#).It was Sailender Jain who was looking after my account and trading on my behalf.

I believed him as before that he had given me some delivery based tips and they were really excellent.So this made me have faith in his capabilities, however when I invested Rs 4.55 L he started investing(Daytrading,futures trading, margin trading) so recklessly that he has reduced the capital from Rs4.55L to Rs 1.35L .On top of that he overtraded such that for the last couple of days I have been getting Debit balance messages.

3. He is also not contactable on his mobile phone , it is always switched off and earlier he was in invisible mod in yahoo messenger, he had told me when ever you ping me I will respond.Lately he has stopped responding to IM messages also.

He has given Shyam's mobile # to me so that I contact him in a roundabout fashion.

4. In view of my problem, I request you to assign a good, knowledgeable and a RM who has concern for the client to me so that I can take his help and get my accounts , damages assessed, please do it urgently as I am totally shocked by the series of events.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>

Cc: <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>, <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)>

Date: Wed, 2 May 2012 01:35:50 +0530

Subject: Re: communication.

This is a reminder mail.

On Sun, Apr 29, 2012 at 6:22 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Sailendra,

I have not got ant satisfactory replies from your HELPDESK.

Can you send me the email id and contact details of the CEO of the company.

Regards,

Pinki Roy

On Thu, Apr 12, 2012 at 12:36 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Sailendra,

But the HELPDESK is keeping silent to ALL my SERIOUS CONCERNS.

If they are honest they would have replied to each and every query of mine, they just replied

For Trading & back office related queries you can mail us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in)

For all complaints & grievances you can mail us at [rdcc@trustline.in](mailto:rdcc@trustline.in)

Or you can mail to Compliance officer Mr. Amit Goel at [amitgoel@trustline.in](mailto:amitgoel@trustline.in)

I have kept all of them in most of my mails, and have got either vague or no replies.

Looks like they are afraid to answer my queries, which forces me to think that there is something they are trying to hide!

Honestly speaking I feel I have been trapped by having faith in your words in July 2010.

After seeing some cases on the internet about TRUST LINE , I have realized I am indeed trapped.

Regards,  
Pinki Roy

On Wed, Apr 11, 2012 at 5:53 PM, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)> wrote:  
hi,

I wish to inform you that i had to move to assam to attend a family member of mine who is in ill health and in serious condition. And since i have to move to a small village here so i may not be probably able to reply mails. So in case u have any query please mail them to the helpdesk as it may take me two-three weeks time atleast to comeback to office.

Thanks and Regards  
sailendra jain

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>, "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>

Cc:

Date: Wed, 2 May 2012 01:36:21 +0530

Subject: Re: [Reminder-3][URGENT] Info needed regarding the email and contact Numbers.  
This is a reminder mail.

On Sun, Apr 29, 2012 at 6:19 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
I HAVE NOT HEARD ANYTHING ON THIS.

On Sat, Apr 14, 2012 at 7:26 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi HelpDesk,

What was your reply to this mail trail of mine?

And you say you have replied all mail trails of mine.

Please send me your CEO's mail id and contact details, as you want to refrain from answering my serious issue.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 2:03 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HELPDESK,

What was your reply to this this mail trail, I haven't seen any reply and yet you say you have replied all my mail trails.

Give me your CEO's mail id and contact details, I will stop sending you reminders.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 10:44 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi All,

This is once again a reminder mail.

Regards,  
Pinki Roy

On Tue, Apr 10, 2012 at 9:17 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi All,

This is once again a reminder mail.

Regards,  
Pinki Roy

On Mon, Apr 9, 2012 at 8:46 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi All,

This is once again a reminder mail.

Regards,  
Pinki Roy

On Sat, Apr 7, 2012 at 8:54 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi ALL,

1. I have been repeatedly been asking for the email and contact details of the **CEO of TRUSTLINELINE Securities**.

As a response I have got either silence as a reply when I repeatedly sent reminders I was sent a mail with some RUBBISH things which I did not ask for.

2. I need the mail id's and contact Number of all the people in this screen.

<http://trustline.accordhostings.com/CompanyProfile/BoardDirectors.aspx?id=73&FinCode=132401>

I have used very simple language, just send me the information required by me.

Regards,

Pinki Roy



----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>

Cc:

Date: Wed, 2 May 2012 01:36:49 +0530

Subject: Re: [Reminder-2]Query regarding complaint.

This is a reminder mail.

On Sun, Apr 29, 2012 at 6:20 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

I HAVE NOT HEARD ANYTHING ON THIS.

On Sat, Apr 14, 2012 at 7:26 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

What was your reply to this mail trail of mine?

And you say you have replied all mail trails of mine.

Please send me your CEO's mail id and contact details, as you want to refrain from answering my serious issue.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 1:52 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

What was your reply to this mail trail of mine?

And you say you have replied all mail trails of mine.

Please send me your CEO's mail id and contact details, as you want to refrain from answering my serious issue.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 10:45 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

No reply has been received till date?

Regards,  
Pinki Roy

On Tue, Apr 10, 2012 at 9:19 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Amit,

My mail has clearly stated my grievances.

Regards,  
Pinki Roy

On Mon, Apr 9, 2012 at 8:47 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi HelpDesk,

This is a reminder mail.

Regards,  
Pinki Roy

On Sat, Apr 7, 2012 at 11:23 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi HelpDesk,

I had informed you on 27 Feb 2011 how Sailenders Jain had ripped me and told me lies that about the scheme in which they earn 3-5-10% profits per month for the client.

Tell me whom do I complain to, so that I can recover my money from him.

Regards,  
Pinki Roy

On Sun, Feb 27, 2011 at 7:17 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi,

1.I am having a debit balance of Rs 10953 DR.

I wanted to know at what percentage do you charge the interest untill it is paid.

2.Last July I had asked Sailender Jain ,your employee, whom I has come to know through Orkut, what all Mutual Funds are good and good for investment.In July 2010 he had told me saying that we look after the clients accounts well and invest very protective way and protecting the client's money is very important and on top of that we earn a minimum of 3-5-10% profits per month.

I had invested Rs [4.55L](#).It was Sailender Jain who was looking after my account and trading on my behalf.

I believed him as before that he had given me some delivery based tips and they were really excellent.So this made me have faith in his capabilities, however when I invested Rs 4.55 L he started investing(Daytrading,futures trading, margin trading) so recklessly that he has reduced the capital from Rs4.55L to Rs 1.35L .On top of that he overtraded such that for the last couple of days I have been getting Debit balance messages.

3. He is also not contactable on his mobile phone , it is always switched off and earlier he was in invisible mod in yahoo messenger, he had told me when ever you ping me I will respond.Lately he has stopped responding to IM messages also.

He has given Shyam's mobile # to me so that I contact him in a roundabout

fashion.

4. In view of my problem, I request you to assign a good, knowledgeable and a RM who has concern for the client to me so that I can take his help and get my accounts, damages assessed, please do it urgently as I am totally shocked by the series of events.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>

Cc:

Date: Wed, 2 May 2012 01:37:37 +0530

Subject: Re: FW: [Reminder]Escalation Matrix in TRUSTLINE

This is a reminder mail.

On Sat, Apr 14, 2012 at 7:30 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

Please send me your CEO's mail id and contact details, as I want to take my concerns to them as they are holding the top most position of TrustLine.

Regards,  
Pinki Roy

On Thu, Apr 12, 2012 at 4:09 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi rdcc,

The first level and second levels have both failed to look into my concerns, so what is the next level?

Regards,  
Pinki Roy

On Thu, Apr 12, 2012 at 3:22 PM, REDERESSAL DIRECT CLIENT COMPLAINT <[rdcc@trustline.in](mailto:rdcc@trustline.in)> wrote:

**Dear Valued Customer,**

**As per your mail, please note that for clients' grievance level , First Level is RDCC Dept ([rdcc@trustline.in](mailto:rdcc@trustline.in)) and Second Level is Compliance Dept. Mr. Amit Goel ( [amitgoel@trustline.in](mailto:amitgoel@trustline.in)).**

**If you have any query, please mail us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in)**

HELPDESK

For any further information and assistance email us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in) or call us at our helpline [+91-120-4663300](tel:+91-120-4663300).

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**From:** Pinki Roy [mailto:[roypinki@gmail.com](mailto:roypinki@gmail.com)]  
**Sent:** Thursday, April 12, 2012 12:21 AM  
**To:** [helpdesk@trustline.in](mailto:helpdesk@trustline.in); [rdcc@trustline.in](mailto:rdcc@trustline.in); sailendra jain  
**Subject:** Re: [Reminder]Esclation Matrix in TRUSTLINE

On Mon, Apr 9, 2012 at 9:01 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Helpdesk,

No you have not provided the full Matrix to me.

As per the info provided by you, both the [helpdesk@trustline.in](mailto:helpdesk@trustline.in) and [rdcc@trustline.in](mailto:rdcc@trustline.in) have been high unsatisfactory, I need to go to the second level of escalation.

So give me the full Escalation Matrix.

Regards,

Pinki Roy

On Mon, Apr 9, 2012 at 10:41 AM, HELPDESK <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)> wrote:

Dear Valued Customer,

Trail mail of yours already being replied , If you still have any query, please calls us our helpdesk team on Ph. 0120-4679217 , 216 or mail us your query.

#### HELPDESK

For any further information and assistance email us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in) or call us at our helpline [+91-120-4663300](tel:+91-120-4663300).

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**From:** Pinki Roy [mailto:[roypinki@gmail.com](mailto:roypinki@gmail.com)]

**Sent:** Sunday, April 08, 2012 1:13 AM

**To:** [helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com); [rdcc@trustline.in](mailto:rdcc@trustline.in); [amitgoel@trustline.in](mailto:amitgoel@trustline.in); sailendra jain; [BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)

**Subject:** Escalation Matrix in TRUSTLINE

Hi Helpdesk,

What is the Escalation Matrix in TRUSTLINE? Means if the 1st level doesn't help, who is at the 2nd level, then 3rd level etc.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)>

Cc:

Date: Wed, 2 May 2012 01:38:07 +0530

Subject: Re: [Reminder-2]holding statement.

This is a reminder mail.

On Tue, Apr 10, 2012 at 9:16 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

| This is a reminder mail.

On Mon, Apr 9, 2012 at 9:08 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Saliendra,

Again you have not sent the statement.

Regards,  
Pinki Roy

On Wed, Apr 4, 2012 at 12:52 PM, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)> wrote:

Hi,

Please find attached holding statement computed with fridays closing rates as of 30th march.

Thanks and Regards.

Sailendra jain.  
9810248365

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)>

Cc:

Date: Wed, 2 May 2012 22:27:53 +0530

Subject: Re: [Reminder-2]holding statement.

This is a reminder mail.

On Wed, May 2, 2012 at 1:38 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Tue, Apr 10, 2012 at 9:16 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Mon, Apr 9, 2012 at 9:08 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Saliendra,

Again you have not sent the statement.

Regards,  
Pinki Roy

On Wed, Apr 4, 2012 at 12:52 PM, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)> wrote:

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Thanks and Regards.  
Sailendra jain.  
9810248365

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>

Cc:

Date: Wed, 2 May 2012 22:28:09 +0530

Subject: Re: FW: [Reminder]Escalation Matrix in TRUSTLINE

This is a reminder mail.

On Wed, May 2, 2012 at 1:37 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Sat, Apr 14, 2012 at 7:30 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

Please send me your CEO's mail id and contact details, as I want to take my concerns to them as they are holding the top most position of TrustLine.

Regards,  
Pinki Roy

On Thu, Apr 12, 2012 at 4:09 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi rdcc,

The first level and second levels have both failed to look into my concerns, so what is the next level?

Regards,  
Pinki Roy

On Thu, Apr 12, 2012 at 3:22 PM, REDERESSAL DIRECT CLIENT COMPLAINT <[rdcc@trustline.in](mailto:rdcc@trustline.in)> wrote:

**Dear Valued Customer,**

**As per your mail, please note that for clients' grievance level , First Level is RDCC Dept ([rdcc@trustline.in](mailto:rdcc@trustline.in)) and Second Level is Compliance Dept. Mr. Amit Goel ( [amitgoel@trustline.in](mailto:amitgoel@trustline.in)).**

If you have any query, please mail us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in)

#### HELPDESK

For any further information and assistance email us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in) or call us at our helpline [+91-120-4663300](tel:+91-120-4663300).

TRUSTLINE SECURITIES LTD. | TRUSTLINE TOWER | B - 3 | SECTOR -3 | NOIDA- 201301 | TEL : [+91-120-4663300](tel:+91-120-4663300) | [www.trustline.in](http://www.trustline.in)

**From:** Pinki Roy [mailto:[roypinki@gmail.com](mailto:roypinki@gmail.com)]  
**Sent:** Thursday, April 12, 2012 12:21 AM  
**To:** [helpdesk@trustline.in](mailto:helpdesk@trustline.in); [rdcc@trustline.in](mailto:rdcc@trustline.in); sailendra jain  
**Subject:** Re: [Reminder]Escalation Matrix in TRUSTLINE

On Mon, Apr 9, 2012 at 9:01 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Helpdesk,

No you have not provided the full Matrix to me.

As per the info provided by you, both the [helpdesk@trustline.in](mailto:helpdesk@trustline.in) and [rdcc@trustline.in](mailto:rdcc@trustline.in) have been high unsatisfactory, I need to go to the second level of escalation.

So give me the full Escalation Matrix.

Regards,

Pinki Roy

On Mon, Apr 9, 2012 at 10:41 AM, HELPDESK <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)> wrote:

Dear Valued Customer,

Trail mail of yours already being replied , If you still have any query, please call us our helpdesk team on Ph. 0120-4679217 , 216 or mail us your query.

#### HELPDESK

For any further information and assistance email us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in) or call us at our helpline [+91-120-4663300](tel:+91-120-4663300).



**From:** Pinki Roy [mailto:[roypinki@gmail.com](mailto:roypinki@gmail.com)]

**Sent:** Sunday, April 08, 2012 1:13 AM

**To:** [helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com); [rdcc@trustline.in](mailto:rdcc@trustline.in); [amitgoel@trustline.in](mailto:amitgoel@trustline.in); sailendra jain; [BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)

**Subject:** Escalation Matrix in TRUSTLINE

Hi Helpdesk,

What is the Escalation Matrix in TRUSTLINE? Means if the 1st level doesn't help, who is at the 2nd level, then 3rd level etc.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>

Cc:

Date: Wed, 2 May 2012 22:28:32 +0530

Subject: Re: [Reminder-2]Query regarding complaint.

This is a reminder mail.

On Wed, May 2, 2012 at 1:36 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Sun, Apr 29, 2012 at 6:20 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

I HAVE NOT HEARD ANYTHING ON THIS.

On Sat, Apr 14, 2012 at 7:26 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

What was your reply to this mail trail of mine?

And you say you have replied all mail trails of mine.

Please send me your CEO's mail id and contact details, as you want to refrain from answering my serious issue.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 1:52 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

What was your reply to this mail trail of mine?

And you say you have replied all mail trails of mine.

Please send me your CEO's mail id and contact details, as you want to refrain from answering my serious issue.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 10:45 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

No reply has been received till date?

Regards,  
Pinki Roy

On Tue, Apr 10, 2012 at 9:19 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Amit,

My mail has clearly stated my grievances.

Regards,  
Pinki Roy

On Mon, Apr 9, 2012 at 8:47 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

This is a reminder mail.

Regards,  
Pinki Roy

On Sat, Apr 7, 2012 at 11:23 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HelpDesk,

I had informed you on 27 Feb 2011 how Sailenders Jain had ripped me and told me lies that about the scheme in which they earn 3-5-10% profits per month for the client.

Tell me whom do I complain to, so that I can recover my money from him.

Regards,  
Pinki Roy

On Sun, Feb 27, 2011 at 7:17 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi,

1.I am having a debit balance of Rs 10953 DR.

I wanted to know at what percentage do you charge the interest until it is paid.

2.Last July I had asked Sailender Jain ,your employee, whom I have come to know through Orkut, what all Mutual Funds are good and good for investment.In July 2010 he had told me saying that we look after the clients accounts well and invest very protective way and protecting the client's money is very important and on top of that we earn a minimum of 3-5-10% profits per month.

I had invested Rs [4.55L](#).It was Sailender Jain who was looking after my account and trading on my behalf.

I believed him as before that he had given me some delivery based tips and they were really excellent.So this made me have faith in his capabilities, however when I invested Rs 4.55 L he started investing(Daytrading,futures trading, margin trading) so recklessly that he has reduced the capital from Rs4.55L to Rs 1.35L .On top of that he overtraded such that for the last couple of days I have been getting Debit balance messages.

3. He is also not contactable on his mobile phone , it is always switched off and earlier he was in invisible mod in yahoo messenger, he had told me when ever you ping me I will respond.Lately he has stopped responding to IM messages also.

He has given Shyam's mobile # to me so that I contact him in a roundabout fashion.

4. In view of my problem, I request you to assign a good, knowledgeable and a RM who has concern for the client to me so that I can take his help and get my accounts , damages assessed, please do it urgently as I am totally shocked by the series of events.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>

Cc: <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>, <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)>

Date: Wed, 2 May 2012 22:28:44 +0530

Subject: Re: communication.

This is a reminder mail.

On Wed, May 2, 2012 at 1:35 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Sun, Apr 29, 2012 at 6:22 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Sailendra,

I have not got ant satisfactory replies from your HELPDESK.

Can you send me the email id and contact details of the CEO of the company.

Regards,

Pinki Roy

On Thu, Apr 12, 2012 at 12:36 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Sailendra,

But the HELPDESK is keeping silent to ALL my SERIOUS CONCERNS.

If they are honest they would have replied to each and every query of mine, they just replied

For Trading & back office related queries you can mail us at [helpdesk@trustline.in](mailto:helpdesk@trustline.in)

For all complaints & grievances you can mail us at [rdcc@trustline.in](mailto:rdcc@trustline.in)

Or you can mail to Compliance officer Mr. Amit Goel at [amitgoel@trustline.in](mailto:amitgoel@trustline.in)

I have kept all of them in most of my mails, and have got either vague or no replies.

Looks like they are afraid to answer my queries, which forces me to think that there is something they are trying to hide!

Honestly speaking I feel I have been trapped by having faith in your words in July 2010.

After seeing some cases on the internet about TRUST LINE , I have realized I am indeed trapped.

Regards,  
Pinki Roy

On Wed, Apr 11, 2012 at 5:53 PM, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)> wrote:  
hi,

I wish to inform you that i had to move to assam to attend a family member of mine who is in ill health and in serious condition. And since i have to move to a small village here so i may not be probably able to reply mails. So in case u have any query please mail them to the helpdesk as it may take me two-three weeks time atleast to comeback to office.

Thanks and Regards  
sailendra jain

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>, "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>

Cc:

Date: Wed, 2 May 2012 22:29:13 +0530

Subject: Re: [Reminder-3][URGENT] Info needed regarding the email and contact Numbers.  
This is a reminder mail.

On Wed, May 2, 2012 at 1:36 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
This is a reminder mail.

On Sun, Apr 29, 2012 at 6:19 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
I HAVE NOT HEARD ANYTHING ON THIS.

On Sat, Apr 14, 2012 at 7:26 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi HelpDesk,

What was your reply to this mail trail of mine?

And you say you have replied all mail trails of mine.

Please send me your CEO's mail id and contact details, as you want to refrain from answering my serious issue.

Regards,

Pinki Roy

On Fri, Apr 13, 2012 at 2:03 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi HELPDESK,

What was your reply to this this mail trail, I haven't seen any reply and yet you say you have replied all my mail trails.

Give me your CEO's mail id and contact details, I will stop sending you reminders.

Regards,  
Pinki Roy

On Fri, Apr 13, 2012 at 10:44 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi All,

This is once again a reminder mail.

Regards,  
Pinki Roy

On Tue, Apr 10, 2012 at 9:17 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi All,

This is once again a reminder mail.

Regards,  
Pinki Roy

On Mon, Apr 9, 2012 at 8:46 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi All,

This is once again a reminder mail.

Regards,  
Pinki Roy

On Sat, Apr 7, 2012 at 8:54 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi ALL,

1. I have been repeatedly been asking for the email and contact details of the **CEO of TRUSTLINELINE Securities**.

As a response I have got either silence as a reply when I repeatedly sent reminders I was sent a mail with some RUBBISH things which I did not ask for.

2. I need the mail id's and contact Number of all the people in this screen.

<http://trustline.accordhostings.com/CompanyProfile/BoardDirectors.aspx?id=73&FinCode=132401>

I have used very simple language, just send me the information required by me.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>  
To: "Amit Goel" <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)>  
Cc: <[helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>  
Date: Wed, 2 May 2012 22:29:24 +0530  
Subject: Re: [Reminder-2][URGENT] Info for update.  
This is a reminder mail.

On Wed, May 2, 2012 at 1:35 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

This is a reminder mail.

On Sun, Apr 29, 2012 at 6:26 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Please send me the email id of the CEO of the company so that I can take my grievances to him.

The HELPDESK has not replied anything on this so I need to escalate it to the highest Authority in TRUSTLINE.

Regards,

Pinki Roy

On Fri, Apr 13, 2012 at 10:43 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Waiting for your reply. A reminder mail.

On Wed, Apr 11, 2012 at 4:53 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Amit,

If you go through this mail trail, you will realize how I was defrauded by Sailendra Jai

My

On Tue, Apr 10, 2012 at 10:23 AM, Amit Goel <[amitgoel@trustline.in](mailto:amitgoel@trustline.in)> wrote:

Dear Valued client,

Please mention the specific query or the problem which you are facing as also mentioned in the previous mail to you.

**From:** Pinki Roy [mailto:[roypinki@gmail.com](mailto:roypinki@gmail.com)]

**Sent:** Monday, April 09, 2012 8:28 PM

**To:** [helpdesk@kasecurities.com](mailto:helpdesk@kasecurities.com); [amitgoel@trustline.in](mailto:amitgoel@trustline.in); [rdcc@trustline.in](mailto:rdcc@trustline.in)

**Subject:** Re:[Reminder-1][URGENT] Info for update.

On Sat, Apr 7, 2012 at 8:37 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi Helpdesk,

I had sent the below mail to you last year in Feb 27, 2011.

I was told by the Helpdesk on phone last year, that there is no such scheme as Sailendra had introduced me to and had enrolled me for run by the company.

I want to know what steps you have taken against such activities of Sailendera where he ripped me off.

I have seen similar cases of fraud on the internet by TRUST LINE.

Regards,

Pinki Roy

On Sun, Feb 27, 2011 at 7:17 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:

Hi,

1.I am having a debit balance of Rs 10953 DR.

I wanted to know at what percentage do you charge the interest untill it is paid.

2.Last July I had asked Sailender Jain ,your employee, whom I has come to know through Orkut, what all Mutual Funds are good and good for investment.In July 2010 he had told me saying that we look after the clients accounts well and invest very protective way and protecting the client's money is very important and on top of that we earn a minimum of 3-5-10% profits per month.

I had invested Rs [4.55L](#).It was Sailender Jain who was looking after my account and trading on my behalf.



I believed him as before that he had given me some delivery based tips and they were really excellent. So this made me have faith in his capabilities, however when I invested Rs 4.55 L he started investing (Daytrading, futures trading, margin trading) so recklessly that he has reduced the capital from Rs 4.55L to Rs 1.35L. On top of that he overtraded such that for the last couple of days I have been getting Debit balance messages.

3. He is also not contactable on his mobile phone, it is always switched off and earlier he was in invisible mod in yahoo messenger, he had told me when ever you ping me I will respond. Lately he has stopped responding to IM messages also.

He has given Shyam's mobile # to me so that I contact him in a roundabout fashion.

4. In view of my problem, I request you to assign a good, knowledgeable and a RM who has concern for the client to me so that I can take his help and get my accounts, damages assessed, please do it urgently as I am totally shocked by the series of events.

Regards,

Pinki Roy

----- Forwarded message -----

From: "Pinki Roy" <[roypinki@gmail.com](mailto:roypinki@gmail.com)>

To: "sailendra jain" <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)>, <[BR61@branch.trustline.in](mailto:BR61@branch.trustline.in)>, <[rdcc@trustline.in](mailto:rdcc@trustline.in)>, <[helpdesk@trustline.in](mailto:helpdesk@trustline.in)>

Cc:

Date: Wed, 2 May 2012 22:29:41 +0530

Subject: Re: [Reminder-2]holding statement.

This is a reminder mail.

On Wed, May 2, 2012 at 10:27 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
This is a reminder mail.

On Wed, May 2, 2012 at 1:38 AM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
This is a reminder mail.

On Tue, Apr 10, 2012 at 9:16 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
This is a reminder mail.

On Mon, Apr 9, 2012 at 9:08 PM, Pinki Roy <[roypinki@gmail.com](mailto:roypinki@gmail.com)> wrote:  
Hi Saliendra,

Again you have not sent the statement.

Regards,  
Pinki Roy

On Wed, Apr 4, 2012 at 12:52 PM, sailendra jain <[sailendra\\_jain@yahoo.com](mailto:sailendra_jain@yahoo.com)> wrote:  
Hi,

Please find attached holding statement computed with fridays closing rates as of 30th march.

Thanks and Regards.  
Sailendra jain.  
9810248365