

# ॥ श्री ॥ LAKSHMISHREE

*The Quality of Being Virtual*

## INVESTOR GRIEVANCE

**Lakshmishree** gives customer service paramount importance. Our personnel treat customers with politeness, courtesy and respect at every interaction. We provide them with easy access to information, services, as well as the means to redress your grievances. Our endeavor is to provide with first contact resolution to your satisfaction.

However, in case you are not satisfied with our response or wish to make a complain

- You can call in our Investor service cell at **9235395868** during office hours  
OR
- You can write to us at [query@lakshmishree.com](mailto:query@lakshmishree.com)

While writing to us we request you to provide the below mentioned details to help us to resolve your grievance on faster mode:-

**Client ID**

**Name**

**Email Address**

**Mobile number**

**Phone number (In case we are unable to reach you through mobile number)**

- LISPL maintains investor grievance register in which full detail of every complain is entered.
- Designated person login the designated email id of investor grievance on daily basis to look after the investor complain and whether new complaint has been lodged or not.
- The full detail of the written complaint must be passed to the concerned department and inform the compliance officer of the company as soon as it is received. Acknowledgement mail is sent to the investor that the information is being dealt with.
- We obtain all necessary information available on complaint which is necessary for proper investigation and look in to all necessary information and resolve the same as soon as possible.
- We generally resolve and reply to query within 2 days except the complicated one,
- The case which is not solved is escalated to management for further action and decision.
- The compliance officer of the company review the complain register on weekly basis to find out whether complaint has been resolved or not.

**Yours Faithfully**

**For Lakshmishree Investment & Securities Pvt. Ltd**

**Compliance Officer**