

Detailed write up on procedure for filing a complaint

Client can visit our following website to lodge a complaint:
<https://bharathidirect.freshdesk.com/support/home>

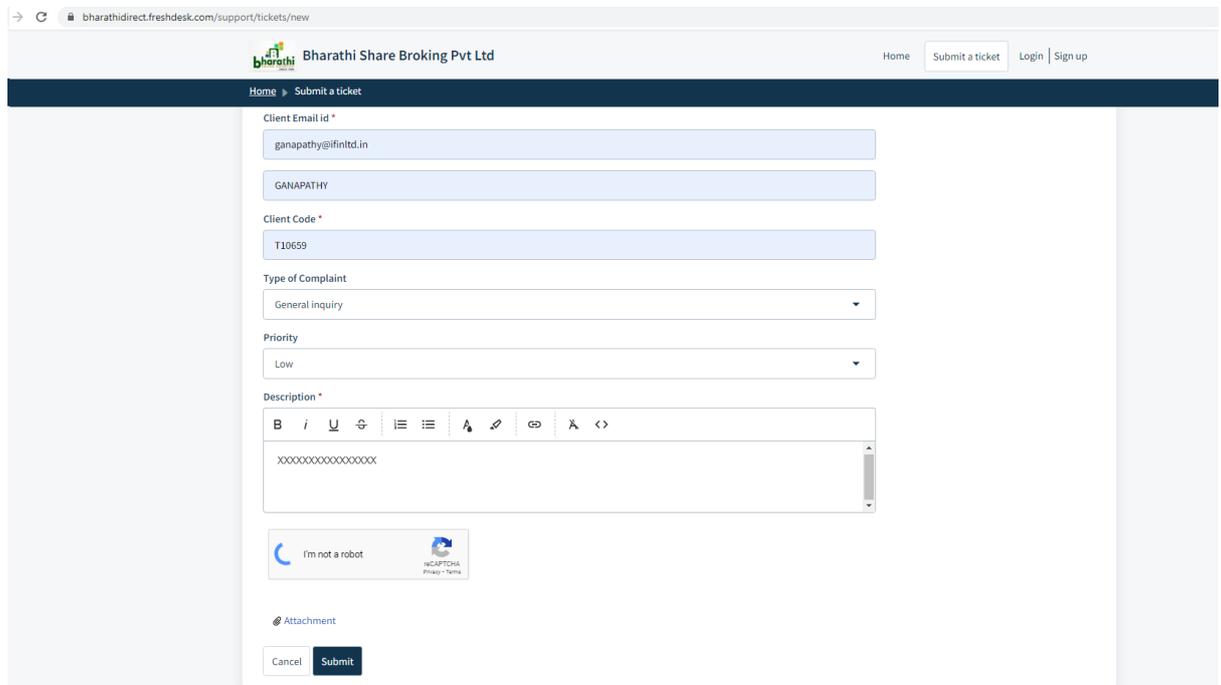
Enter all the details like Client code, Name, email id, Nature of Complaint and details of complaint then submit it

Client will receive a token acknowledge email from our ticketing system and client can know the status from <https://bharathidirect.freshdesk.com/support/home>

User Manual for BSBPL Complaint Plus

1. Enter this following url in your browser:
<https://bharathidirect.freshdesk.com/support/home>

2. Fill all the details as per below screenshot



The screenshot shows a web browser window with the URL bharathidirect.freshdesk.com/support/tickets/new. The page header includes the Bharathi logo and the text "Bharathi Share Broking Pvt Ltd". Navigation links for "Home", "Submit a ticket", "Login", and "Sign up" are visible. The main content area is a form titled "Submit a ticket" with the following fields:

- Client Email id ***: A text input field containing "ganapathy@fintld.in".
- Client Code ***: A text input field containing "GANAPATHY".
- Client Code ***: A text input field containing "T10659".
- Type of Complaint**: A dropdown menu with "General inquiry" selected.
- Priority**: A dropdown menu with "Low" selected.
- Description ***: A rich text editor with a toolbar and a text area containing "XXXXXXXXXXXXXXXXXXXX".
- Attachment**: A section with a plus icon and the text "Attachment".
- Buttons**: "Cancel" and "Submit" buttons.

3. After your successful submission, you will get a ticket number.

4. You can track the complaint from this following url at any time along with status:
<https://bharathidirect.freshdesk.com/a/tickets/>