Detailed write up on procedure for finding out status of the complaint on the basis of Ticket Number

Please find the below detailed write up on finding out status of the complaint:

We have following designated E-mail ID's and dedicated Contact Numbers for filling complaints.

Email IDs	Contact Numbers
investors@transglobalsec.in	022-49714412

The above E-Mail IDs and Contact Numbers are already hosted / available on our website.

Once the client lodged a complaint on designated E-Mail IDs, an e-mail consisting of Ticket Number along with acknowledgement of complaint receipt from client, will be sent to the client on his / her / its registered E-Mail ID / Address with us for the complaint lodged by the client.

The client can track the status of lodged complaint, by sending e-mail at designated E-Mail IDs as mentioned above with the Ticket Number provided by our team.

On receipt of the complaint and after sending e-mail of Ticket Number along with acknowledgement of complaint receipt from client, our team will investigate into the matter and will respond to the client over phone or through e-mail within 7 days from the date of receipt of the complaint.

On successfully closure of client's complaint / query, a closure / resolution email will be sent to the client from our side for closure of client's complaint.