

Muthoottu Mini Financiers Ltd.
Muthoottu Royal Tower, Kaloor, Kochi, Kerala – 682017
Phone: 0484 2912149, 2912129, Email: dpac@muthoottumini.com
[DP ID - 74600]



Muthoottu Mini Financiers Ltd. has a dedicated Email ID for Investors Grievances Redressal. The email ID is dpac@muthoottumini.com. The Email Id is published in our web site.

Procedure for Filing a Complaint:

LEVEL 1

- **Step 1: Prepare Your Grievance**
Before you begin the process of filing a complaint, ensure you have all the necessary details related to your grievance. This might include your Beneficiary Account Number (Demat Account Number), transaction details, dates, and a clear description of the issue you are facing.
- **Step 2: Compose an Email**
Open your email client or webmail service and compose a new email. In the recipient field, type "**dpac@muthoottumini.com**" as the email address. Make sure to use this exact email address to ensure your complaint reaches the correct department.
- **Step 3: Subject Line**
In the subject line of the email, briefly summarize the nature of your grievance. This will help the officials to quickly understand the purpose of your email.
- **Step 4: Compose the Email Body**
In the body of the email, provide a detailed account of your grievance. Be clear, concise, and include all relevant information. This might include:
 - Your full name
 - Beneficiary Account Number (Demat Account Number)
 - Contact details (Phone Number)
 - Description of the grievance: Explain the issue you're facing in detail. Mention dates, transaction numbers, and any other relevant details.
 - Any supporting documents: If applicable, attach relevant documents that support your complaint, such as holding statement, transaction records, etc.
- **Step 5: Send the Email**
Double-check the email content to ensure accuracy and completeness. Once you are satisfied, click the "Send" button to submit your complaint.
- **Step 6: Wait for a Response**
After you've sent the email, the dedicated team at **Muthoottu Mini Financiers Ltd.** will review your grievance. Your email will be promptly checked by officials, including the DP Manager in charge and the Compliance Officer.
- **Step 7: Receive a Response**
You can expect to receive a response to your grievance within the specified timelines. The response may include an acknowledgment of your complaint, an outline of the steps they will take to address it, and an estimated timeframe for resolution.

LEVEL 2

If the client is unsatisfied with the resolution from the Depository Participant, the client can approach the Depository using the grievance mechanism mentioned at the website of the respective Depository.