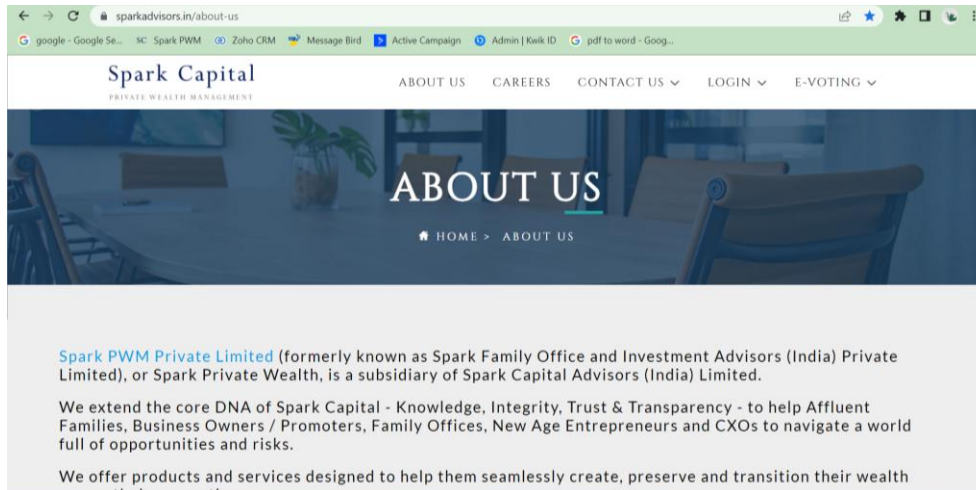


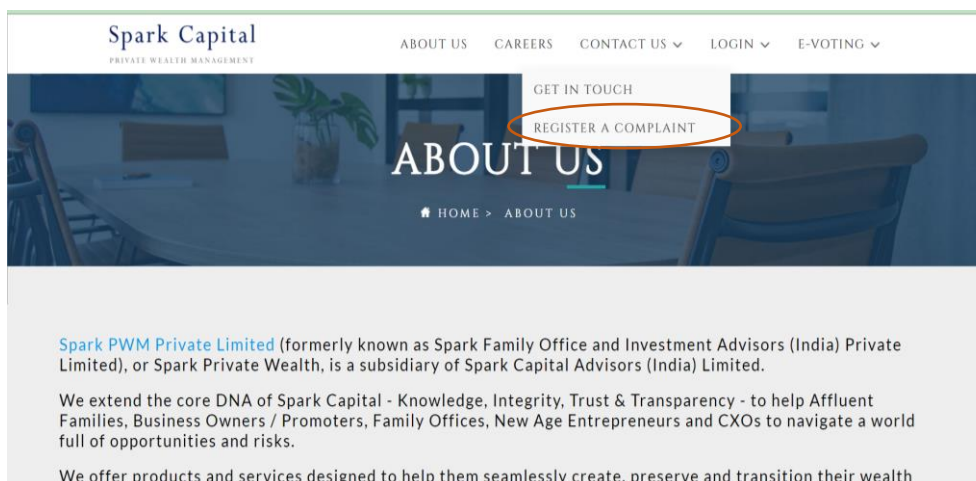
REGISTER A COMPLAINT ON OUR WEBSITE

STEPS REQUIRED:

1. Visit sparkadvisors.in .



2. Click on the Contact Us dropdown given as the third menu on the webpage.
3. Among the dropdowns, click on 'Register A Complaint'.



4. On clicking, the Client lands on the complaint page where the Client is expected to fill in all the details. If the Client wants to register a complaint regarding Demat, then he/she should fill in their Demat A/C number and select 'Demat and Related' in the Query field.

Register your complaint

UCC/Client Code

Demat A/C Number

Name*

Email*

Query*

Subject*

Issue*

Supporting Documents No file chosen
File(s) size limit is 20MB.

5. Similarly, If the Client wants to submit a complaint other than 'Demat and Related' then he/she has to fill in their Unique Client Code(UCC) and select the query type as per their complaint from the given options i.e. Operations Related, Trading or Banking Related.

The screenshot shows the 'Register your complaint' form on the Spark Capital website. The 'Query' dropdown menu is open, showing the following options: None, Operations Related, Trading, Demat and Related, and Banking Related. The 'Demat and Related' option is currently selected. The form includes fields for UCC/Client Code, Demat A/C Number, Name, Email, Subject, and Issue, along with a 'Supporting Documents' section and 'Submit' and 'Reset' buttons.

6. After filling all the details click on Submit Button below and Client's complaint will be registered with Spark PWM Private Limited. The client will also receive an email with the complaint reference number on the Email Id mentioned during the registration of the complaint.

NOTE: Client has to enter the correct details for an effective and timely Complaint resolution. Also, Client can email his Complaint to grievances@sparkcapital.in and dp grievances@sparkcapital.in for Broking and Demat related complaints respectively.

STEPS TO CHECK STATUS OF REGISTERED COMPLAINT

Client can check the status of an existing Broking related complaint by sending an email to grievances@sparkcapital.in and in case of Demat related complaint to dpgrievances@sparkcapital.in

Client must mention the complaint reference number generated at the time of complaint raised.