

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team on contact@quantumsecurities.com. Alternatively, the Investor may call on 9350033900. Once the complaint is lodged, the Ticket No. shall be generated and informed to clients.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:
Quantum Securities Pvt. Ltd.
M63, 2nd Floor, M Block Market
GK-II, New Delhi- 110048
3. Once the complaint is lodged, the Ticket No. shall be generated and informed to clients. The Ticket No. shall be constantly monitored internally and status shall be updated to the Director of the company on a routine basis till this is resolved.
4. Clients can write to the Director of the Company at neeraj@qsmail.com if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of writing to the above e mail id.

In case clients are not satisfied with our response, they can lodge their grievance with SEBI at <http://scores.gov.in> or may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same canbe downloaded from below link: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

After exhausting all available options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she can initiate dispute resolution through the ODR (online dispute resolution) Portal - <https://smartodr.in>