

Process for filing of complaints

At ICICI Direct, we provide easy access to redress your grievances. Our endeavour is to provide first contact resolution to your satisfaction. However, if you are still not satisfied with our response, please follow the steps given below:

Touch Point



Customer service desk

Call our customer care @ 18601231122 09:00 AM – 06:00 PM IST Monday to Friday)

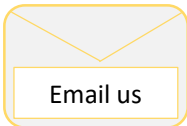
NRI Customers: +91-22 3914 0422 09:00 AM- 09:00 AM IST (All Days- 24/7).

or

Write to us at helpdesk@icicidirect.com with complete account information for verification and query details

It is recommended to reach us or write to us from registered mobile number and Email ID for security purpose

Level 1
Escalation

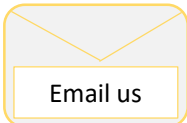


Head Service Quality

In-case of you do not receive a satisfactory response please write to @ headservicequality@icicidirect.com

Please mention your Service Request No /Ticket ID along with full Name & Client Code in the email

Level 2
Escalation

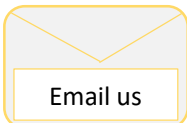


Compliance Officer

In case you are not satisfied with the response at Level 1 within 3-5 working days, you could contact our Compliance Officer. Write us @ COMPLIANCEOFFICER@icicisecurities.com

Please mention your Service Request No /Ticket ID along with full Name & Client Code in the email

Level 3
Escalation



MD/COO/CEO

In absence of response/complaint not addressed to your satisfaction at Level 2, you may write us @ isecceo@icicisecurities.com

Please mention your Service Request No /Ticket ID along with full Name & Client Code in the email

To access SEBI Complaints Redress System (SCORES), please click here <http://scores.gov.in/>

You can lodge your complaint through SEBI SCORES mobile app available on Playstore
<https://play.google.com/store/apps/SEBI SCORES>

For insurance related grievances you may approach the Grievance Cell of the IRDAI if you don't receive a resolution that meets your expectations within 15 days. You can reach IRDAI as per below mentioned information

- IRDAI Grievance Call Centre (IGCC) toll free number: 155255
- Fax: 91- 40- 6678 9768
- Email to: complaints@irda.gov.in
- Website: <http://igms.irda.gov.in>

Address: Consumer Affairs Department
Insurance Regulatory and Development Authority
9th Floor, United India Towers, Basheer Bagh,
Hyderabad – 500 029, Telangana