Client Complaint & Tracking Procedure

At Arham Wealth Management Private Limited, we take every client complaint seriously and ensure a swift and effective resolution process. Below is the detailed process for lodging, tracking, and resolving client complaints:

Lodging a Complaint

If you have any complaint regarding our services, you can lodge your complaint by emailing us at **compliance@arhamwealth.com**. Ensure that your email includes:

- Your Full Name
- Client ID or account number
- Contact details (phone number and/or email)
- A detailed description of the issue or concern

Once we receive your email, we will issue a **ticket number** for your complaint. This ticket number will be sent to you via email and will serve as a reference for tracking the status of your complaint.

Acknowledgment of Complaint

- You will receive an acknowledgment email within **1 working day** of lodging the complaint, along with the ticket number.
- This acknowledgment will contain:
  - Ticket number
  - Summary of your complaint
  - Expected time frame for resolution

Tracking Your Complaint

To inquire about the status of your lodged complaint, you may contact our **Compliance Team** at **0261-6941024.** You will need to provide your complaint **ticket number** to help us track and update you on the progress of your complaint.

Final Resolution and Closure

Once your complaint has been resolved, a **final resolution email** will be sent to you with the details of the corrective

Record Keeping and Reporting

actions taken or the conclusion of our investigation. You will be asked to confirm your satisfaction with the resolution. If no response is received from you within **12 days**, the complaint will be considered closed without any further notice.

All complaints will be documented and maintained for future reference. This data will also be used for internal reporting to improve our services and ensure compliance with regulatory requirements.

Client Complaint & Tracking Procedure