Account Opening Process

Physical Process for opening the Account

Visit our Office/Download the form from website www.acmecapitalmarket.com

Following steps should be followed by the Client:

- 1. Fill the form.
- 2. Enclosed the required documents.

Following steps shall be taken by Company:

- 1. Form & Documents Verification by Company.
- 2. IPV done by ACME Group Staff.
- 3. Client Copy Handover to Client.
- 4. Welcome Letter, DIS & Client Master provided to Client after Account Opening.

COMPLAINT ON THE DESIGNATED EMAIL IDS

Go to

www.acmecapitalmarket.com

(Two ways to raise the complaint)

Click on **CONTACT US** available on the down Side of the Home Page

Escalation Matrix

Will be opened

Complaint initially can be raised on the *Customer Care/Client Servicing* E-mail Id to Mr. *Keshav* at backoffice@acmegroup.global

If Complainant is not satisfied with the solution then complaint can be raised to *Mr. Shiw Shankar Tiwari, Manager* at Acme Capital Market Private Limited at grievance@acmecapitalmarket.in

If the Complainant is still not satisfied with the solution then they may raise their complaint to *Mr. Nishant Kumar Ghosh, Compliance Officer* at

compliance@acmegroup.global

If the Complainant is still not satisfied with the solution then they may raise their complaint to *Mr. Raman Talwar, Director at*

ramon.talwwar@acmegroup.global

One can also reach us through **GET INTOUCH** facility available on the
Home Page

GETINTOUCH facility can be seen on the right hand side of the Screen

Enter Details such as (Full name, Valid Phone number, Valid Email Id, issue/message inthe space provided)

Complaint Reference

Number will begenerated on the mail address of the complainant (Which can be used to track thecomplaint)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- 1. SEBI at https://scores.sebi.gov.in/
- 2. NSE at https://investorhelpline.nseindia.com/NICEPLUS/
- 3. BSE at https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx
- 4. CDSL at https://www.cdslindia.com/Footer/grievances.aspx

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBISCORES/Exchangeportal/DepositoryPortal.