

## Manappuram Finance DP

### Manappuram Finance Limited

SEBI Reg No. IN-DP-CDSL-733-2014

Address:

Manappuram House

Valapad, Thrissur – 680567

### Key Managerial Person

K M P	NAME	CONTACT	EMAIL
Managing Director & CEO	V P NANDAKUMAR	7356143750	cmdoffice@manappuram.com
Executive Director	SUMITHA NANDAN	0487 3050402	Dr.Sumitha@manappuram.com
C F O	BINDHU A L	0487 3050301	bindhu@manappuram.com
Company Secretary & Compliance Officer	MANOJ KUMAR V R	0487 3050408	cs@manappuram.com

### Procedure for opening Demat Account at Manappuram DP

1	Demat account could be opened from all the Branches of Manappuram Finance
2	Customer can get Demat forms from the Branch. Documents needed are Photo, Self attested PAN copy, Address proof, Bank proof and Nominee KYC. Aadhaar – PAN should be linked.
3	Branch scans the filled demat form and uploads through 'Demat Module' in HO Apps in the system. Sends the physical application to HO after processing.
4	HO process the application based on the scanned uploads and generates BO ID and feeds the branch through the same module.

### Procedure for filing a complaint on Manappuram DP

Manappuram Finance DP. has a dedicated Email ID for Investors' grievances & redressal. The email ID is [ncdservice1@manappuram.com](mailto:ncdservice1@manappuram.com). The Email Id is published in our web site.

#### LEVEL 1

- Step 1: Prepare Your Grievance data  
Before you begin the process of filing a complaint, ensure you have all the necessary details related to your grievance. This might include your Beneficiary Account Number (Demat Account Number), transaction details, dates, and a clear description of the grievance you are facing.
- Step 2: Compose an Email

Open your email account and compose a new email. In the recipient field, type **"ncdservice1@manappuram.com"** as the email address. Make sure to use this exact email address to ensure your complaint reaches the correct department.

- **Step 3: Subject Line**  
In the subject line of the email, briefly summarize the nature of your grievance. This will help the officials to quickly understand the purpose of your email.
- **Step 4: Compose the Email Body**  
In the body of the email, provide a detailed account of your grievance. Be clear, concise, and include all relevant information. This might include:
  - Your full name
  - Beneficiary Account Number (Demat Account Number)
  - Contact details (Phone Number)
  - Description of the grievance: Explain the issue you're facing in detail. Mention dates, transaction numbers, and any other relevant details.
  - Any supporting documents: If applicable, attach relevant documents that support your complaint, such as holding statement, transaction records, etc.
  - Send the mail.
- **Step 5: Await a reasonable time for a Response.**  
After receipt of the mail, the dedicated team at Manappuram DP will review your grievance. Your email will be promptly analysed and responded without delay.
- **Step 6: Receive a Response**  
You can expect to receive a response to your grievance within the specified timelines. The response may include an acknowledgment of your complaint, an outline of the steps we take to address it, and an estimated timeframe for resolution.
- **Step 7 :** In case the customer finds the response at that level uncooperative, he is free to escalate the grievance to higher-ups marked in our site.

## LEVEL 2

In the rare scenario of the client feeling unsatisfied with the resolution from the Depository Participant, they can approach the Depository (CDSL) using the grievance mechanism mentioned at the website.

## LEVEL 3

During times where the customer still feels aggrieved, then he can approach SEBI Online Complaints portal 'SCORES' to register complaints.