

Account Opening procedure

We don't have Online Account Opening Procedure so we use Offline Account Opening kit (KYC FORM)

Step 1 Please visit Our Office

Step 2 With following Document (With Original)

Identify Proof-

- PAN (compulsory)
- Passport
- Voter ID

Address Proof (any one)

- Passport
- Voter ID, Driving License
- Bank Passbook

Bank Details

- Latest Bank Statement or ITR copy
- one cancel Cheque

with 2 Latest Photos

Step 3 Sign the Physical Form

Step 4 Appoint Nominee

Procedure for Filing a Complaint:

Step 1:

A Investor (Complainant) can file/ lodge a complaint in various ways as mentioned below:

- Via Call at the Customer Care number: 022-23674460
- Via Email at nikhiljalan@hotmail.com/ info@kkjsec.com by his/her registered EmailId
- Via Investor Grievances Escalation Matrix displayed on the website.

Step 2:

The complainant needs to mandatorily provide or mention his/ her Name, UCC, BOID, PAN, Email Id and Mobile number while lodging a complaint through any of the modes mentioned above.

Step 3:

A correspondence either by E-mail or any other channel of communication (where audit trail can be maintained), shall be made with the complainant who has submitted a written query/ complaint acknowledging receipt of the complaint with a Query Id.

Process to find the status of the Complaint:

Once the Query id is generated, the complainant can check/track the status from their respecting login which was provided at the time of account opening under **Help & Support section > Registered Queries**.

Parallely, the communication is sent to the client's registered Email Id and Mobile number along with the solution as soon as the query id is marked as executed.