




A guide to handling  
your complaint



We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasion problems may arise and we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are dissatisfied with any aspect of our products or services and you wish to make a complaint.

We welcome your feedback, as it helps us improve our products and services for our clients.

## How to make a complaint

You can contact us in person, in writing, by email or by telephone.

You can contact your Relationship Manager in person or via their direct contact details. Alternatively, you can contact us directly in writing, by telephone or via our website.

208, Ceejay House  
Shivsagar Estate  
Dr. Annie Besant Road  
Worli  
Mumbai 400018  
Telephone: +91-22-6719 6000

[barclays.in/BSIPL](https://www.barclays.in/BSIPL)

## Complaints made by email

If you have a complaint about any aspect of our service then you can email us at  
BSIPL.concerns@barcap.com

If you send us a complaint by email, we will normally respond to you in writing but we may also choose to respond by return email or by telephone.

## Information you need to provide

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- your name and address
- account details
- a clear description of your concern or complaint
- details of what you would like us to do to resolve the complaint
- copies of any relevant documents/information
- a daytime telephone number where we can contact you
- any times you would prefer us to contact you

## How we will handle your complaint

We will try to resolve your complaint as quickly as possible. The first step is for us to be clear about the nature of your complaint, and to identify what we can do to resolve the issue. The more information you can provide us, the better.

We will confirm who will handle your complaint and give you details of how to contact them. Please note, this may not be the person to whom you originally made your complaint. We will also provide you with a unique reference number.

We will aim to resolve your complaint within four weeks of the date of receipt. However, if we are unable to finalise our investigations within this time frame we will send you a written update after four weeks to let you know when we expect to be able to reply. If we have been unable to complete our investigations within eight weeks, we will write to you again to explain why there is a delay. When we have finished our investigations into your complaint we will be in touch to provide you with a full response to your complaint.

## If you are still not satisfied...

We aim to resolve all complaints as quickly as possible and to your complete satisfaction. If you are not satisfied with our response or the handling of your complaint, please let us know and we will work with you to agree an appropriate way forward.

If you are still not satisfied, you may have the option to refer your complaint to one of the following authorities:

Securities and Exchange Board of India  
Office of Investor Assistance and Education SEBI  
SEBI Bhavan  
Plot No.C4-A  
G Block  
Bandra Kurla Complex  
Bandra (E)  
Mumbai 400 051

Telephone: +91-22-2644 9000 / 4045 9000  
Fax: +91-22-2644 9016-20 / 4045 9016-20  
Email: [sebi@sebi.gov.in](mailto:sebi@sebi.gov.in)  
[www.sebi.gov.in](http://www.sebi.gov.in)

SEBI takes up grievances related to the issuance and transfer of securities and non-payment of dividends with listed companies. In addition, SEBI also takes up grievances against the various intermediaries registered with it and related issues.

All complaints regarding trades effected on the exchange through us can be taken up with the exchange on which transaction has been executed.

National Stock Exchange of India  
Investor Grievance Cell  
National Stock Exchange of India Ltd.  
Exchange Plaza, Plot no. C/1, G Block,  
Bandra-Kurla Complex, Bandra (E)  
Mumbai 400 051

Telephone: +91-22-2659 8190  
Fax: +91-22-2659 8191  
Email: [ignse@nse.co.in](mailto:ignse@nse.co.in)  
[www.nseindia.com](http://www.nseindia.com)

Bombay Stock Exchange of India  
Department of Investor Services  
Bombay Stock Exchange Ltd.  
Phiroze Jeejeebhoy Towers, Dalal Street,  
Mumbai 400 001

Telephone: +91-22-2272 1233/34  
Fax: +91-22-2272 1919  
Email: [is@bseindia.com](mailto:is@bseindia.com)  
[www.bseindia.com](http://www.bseindia.com)

Any complaints relating to depository activities undertaken through us can be taken up with the relevant depository.

National Securities Depository Services  
Officer In Charge  
National Securities Depository Ltd.  
Trade World, A Wing, 4th & 5th floors  
Kamala Mills Compound  
Lower Parel  
Mumbai 400 013

Telephone: +91-22-2499 4200  
Fax: +91-22-2497 6351  
Email: [info@nsdl.co.in](mailto:info@nsdl.co.in)  
[www.nsdl.co.in](http://www.nsdl.co.in)

Alternatively you can refer your complaint to the Managing Director, Global Client Experience within Barclays who can be contacted using the details below:

Managing Director  
Global Client Experience  
1 Churchill Place  
Canary Wharf  
London  
E14 5HP

Email: [mdgce@barclays.com](mailto:mdgce@barclays.com)

Barclays offers wealth and investment products and services to its clients through Barclays Bank PLC registered in England and operates in India through its subsidiaries, including Barclays Securities (India) Private Limited (BSIPL). BSIPL is a company incorporated under the Companies Act, 1956 having CIN U67120MH2006PTC161063. BSIPL is registered and regulated by the Securities and Exchange Board of India (SEBI) as a Portfolio Manager INP000002585. Broker: NSE Capital Market INB231292732, NSE Futures & Options INF231292732, NSE Currency derivatives INE231450334, BSE Capital Market INB011292738, BSE Futures & Options INF011292738; Merchant Banker: INM000011195; Depository Participant with the National Securities & Depositories Limited (NSDL): DP ID: IN-DP-NSDL-299-2008, Investment Adviser: INA000000391. BSIPL is also registered as a Mutual Fund Distributor having AMFI ARN No. 53308. The registered office of BSIPL is at 208, Ceejay House, Shivsagar Estate, Dr. A. Besant Road, Worli, Mumbai – 400 018, India. Telephone No: +91 22 67196363. Fax number: +91 22 67196399 Compliance Officer contact details: Name: Ms. Arunima Basu, Contact number: +91 22 61754000, E-mail: [bsiplcompliance@barcap.com](mailto:bsiplcompliance@barcap.com) Investor Grievance E-mail: [BSIPL.concerns@barcap.com](mailto:BSIPL.concerns@barcap.com) Website: [www.barclays.in/BSIPL](http://www.barclays.in/BSIPL) Item Ref: IN000200a. 15/05/2014