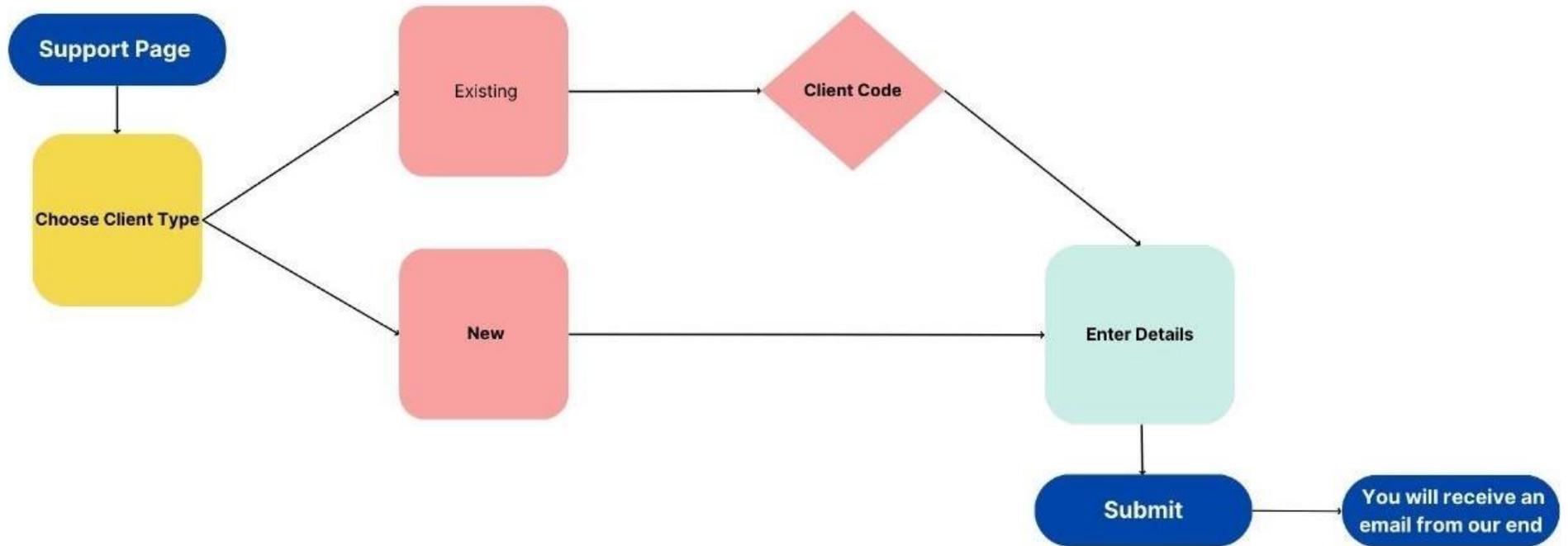


PROCEDURE FOR FILING A COMPLAINT / QUERY

1. Click on the Support Ticket page on our website, which is located at footer section. You will be redirected to the Support page.
2. Please choose the Client Type from the drop-down menu.
3. If you are existing client, enter you Client Code, else provide your Name.
4. Provide your registered Mobile Number and Email ID. Make sure you have provided your contact details correctly,
5. Enter the Subject of you issue e.g., if you want to know about Buyback, enter BUYBACK (company name)
6. Now enter the entire description of your query in detail.
7. If you have any attachments as well you can simply add them by clicking on attach a file button.
8. Now click on submit button.
9. Alternatively, you can send a E-Mail at helpdesk@tradeswift.net, with entire description of your query in detail.
10. You will see a pop-up message and a response of your query on your email.
11. Our team will try to resolve your query as soon as possible and you will receive its response on your email.

Flow Chart



Flow Chart of Ticket Status

