



If you encounter any issues with our services or suspect any unauthorized activities, please don't hesitate to address your concerns. You can register your complaints by emailing us at grievances@markethubonline.com. Your feedback is valuable, and we are committed to addressing any problems promptly.


Here is the short process that you need to follow to register your complaint at **Market-Hub**:

Step: 1. Draft Email: 


Compose an email including the following details:




Your client ID, UCC code, or trading code.




Clearly state the complaint topic.



Provide a detailed explanation of the complaint including all relevant information.



Specify any loss of amount incurred due to the issue, if applicable.



If applicable, mention the claim amount sought.

Step: 2. Send Email: 



Send the email from your registered email ID to grievances@markethubonline.com



Include compliance@markethubonline.com and customercare@markethubonline.com in CC.**Step: 3. Account Verification and Ticket Generation:** 



Upon receiving your email, Market-Hub will verify your account details. After verification, ticket number will be generated for your complaint.**Step: 4. Investigation by Compliance Team:** 



The compliance team at Market-Hub will initiate an investigation into the matter based on the details provided in your complaint. They will analyze the situation and gather any necessary evidence.**Step: 5. Resolution:** 



After completing the investigation, you will receive a resolution to your registered email ID. If the resolution is satisfactory, Market-Hub will close the ticket.**Step: 6. Dissatisfaction and Further Steps:** 



If you're not satisfied with the resolution, you can reopen your complaint by send an email specifying your concerns and reasons for dissatisfaction with the provided resolution.

Note: If you remain unsatisfied with the resolution even after reopening the complaint, you can escalate the matter by contacting the relevant authorities such as the Stock Exchange or the Securities and Exchange Board of India (SEBI).

Following these steps will help ensure that your complaint is registered, investigated, and resolved effectively by Market-Hub's team.