MCX

CLIENT COMPLAINT FORM (CCF)

1. General Information

A. Personal Details:

Name of the Complainant _____

Residential Address _____

(provide complete address) _____

_____ Pin code _____

City _____ State _____

Telephone no. _____ Mobile no. _____

E-Mail id _____

Permanent A/c No.(PAN) _____

Aadhaar No. _____

Unique Client Code _____
(Allotted by Trading Member)

2. Trading Member/ Authorised Person details

Name of the Trading Member: _____

Member ID: _____

Name of Authorised Person: _____

3. Nature of Complaint (please tick relevant box)

S.No	Nature of Complaint	Tick the applicable
1	Execution of trades without consent of client	
2	Non-receipt of margin/security deposit given to the member	
3	Non-receipt of credit balance as per the statement of account	
4	Non-issuance of documents (Contract notes, bills, statement of account, agreement copy, etc)	
5	Non-receipt of funds after sale of commodity on a settlement of a contract	
6	Non receipt of commodity after purchase on a settlement of a contract	
7	Service Related	
8	Others	

4. Claim Amount: Rs. _____
(In words) _____

5. Mode of trading: **1. Internet** ☐ **2. Non-internet** ☐ **3. Others** ☐

6. List of documents enclosed with the Complaint:

(i)	(iv)
(ii)	(v)
(iii)	(vi)

7. Details of Complaints taken up with Trading Member:

- Date on which complaint taken up with trading member : _____
- Copies of correspondence with the member attached: Yes / No

8. Detailed Description of the complaint:

** In case of any additional information to be provided, the same shall be attached as supplement to this CCF*

Place : _____

Date : _____ Complainant's Signature

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Guidelines for filling the Client complaint form

1. Tick wherever applicable.
2. Complaints in respect of trades executed on the Exchange through a member of MCX would only be taken up for redressal by the Exchange.
3. Please furnish photocopies of documents. Originals are not required to be submitted with the complaint form.
4. Incomplete forms or complaints not supported with relevant details/documents may not be considered.
5. In case of subsequent correspondence, kindly quote date and reference number of the letter sent by the Exchange.

List of enclosures required to be attached with complaint form:

1. Copies of contract note and bills issued by member pertaining to the transaction under dispute.
2. Copy of proof of delivery (for commodity delivered by the complainant) - If the complaint pertains to transactions related to delivery.
3. Copy of proof of payment done/ received from the Member.
4. Copy of ledger accounts / statement of account provided by the Member.
5. Copies of bank statements showing details of payment, date, amount, etc. issued by you in favour of the member.
6. Copies of letters/correspondence written to and reply if any, received from the member in respect of your complaint.
7. Any other documents/ details relevant w.r.t the complaint

All Complaints may be forwarded to the Investor Service Centre (nearest to your address) as under:

1. **Mumbai**: MCX, "Exchange Square", Suren Road, Chakala, Andheri (East), Mumbai – 400 093
2. **New Delhi**: MCX, 1 st Floor, Narain Manzil, 23, Barakhamba Road , New Delhi – 110 001
3. **Kolkata**: MCX, Sir R N Mukherjee House, 3rd Floor, 3 B Lal Bazar Street, Kolkata - 700 001
4. **Chennai**: MCX, 2 A, 9th Floor, Seethakathi Business Centre, 684-690, Anna Salai, Thousand Lights, Chennai – 600 006
5. **Bangalore**: MCX, DBS Office Business Center, Office No. 218, DBS House, 26 – Cunningham Road, Bangalore – 560 052
6. **Gandhinagar**: MCX, Unit No – 1 & 2, 17th Floor,Gift One Tower, Road SC, Zone 5, Gift City, Gandhinagar – 382355
7. **Indore**: MCX, Regus Business Centre Indore Pvt. Ltd., Office No. 602, Level 6, Brilliant Solitaire, Scheme No.78, Vijay Nagar Part – II, Indore – 452010, Madhya Pradesh.
8. **Jaipur**: MCX, 504 / Green House, Ashok Marg, C- Scheme, Jaipur - 302 001
9. **Kanpur**: Office No. 308, 3rd Floor, Krishna Tower Building, 15/63, Civil Lines, Kanpur 208001, Uttar Pradesh
10. **Hyderabad**: MCX, IKeva Venture & Knowledge Advisory Services Pvt Ltd. (Business Center), Level 1, am@10, MB Towers, Road No. 10, Banjara Hills, Hyderabad - 500 034