

Calls

Contact and Record

- Query or complaint lodged by calling our Customer Care executive at 1800 121 2109.
- The customer support helpdesk service is a combination of IVR and Agent offering depending on the type of transaction. All IVR transactions are available 24x7 and Agent assisted services are available between 9:00 am to 5:00 pm on all business days.

Resolution

- On selecting the option to speak to our Customer Care executive, the call shall be passed to the queue and our representative shall assist you with the explanation and provide resolution to the raised concerns.
- Customer interactions are registered with us. Ticket number is provided on request basis. The enquiry can be tracked basis the ticket number on subsequent call

Escalation

- If the resolution provided does not meet your expectation, you can approach our Grievance Redressal Officer through any of our access channels mentioned on <https://www.hdfcsec.com/investor-grievance-escalation-matrix>

Email

Contact and record

- Write to us at skysupport@hdfcsky.com for Trading account enquiries and complaints.
- The service ticket number will be issued immediately. Quote the ticket number in your subsequent interaction on the raised query / complaint with any of our customer support channel.

Resolution

- The explanation shall be shared and amicable resolution will be attempted

Escalation

- If the resolution provided does not meet your expectation, you can approach our Grievance Redressal Officer through any of our access channels mentioned on <https://www.hdfcsec.com/investor-grievance-escalation-matrix>