



Filing Complaints

Customers can approach Customer Service for their concerns via the following channels. Once the customer raises the concern via any channel, the interactions get recorded in backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in any of their interactions with the Customer Service team.

Filing a Complaint via designated Email ID

1. In the first step, the customers send an email to one of our designated Support Email IDs.

Desk	Email ID
Customer Service	backoffice@focuscomtrade.com