

How to Raise a Support Ticket on CapMint

At CapMint, we are dedicated to offering prompt and efficient support. If you encounter any issues or have queries regarding your account, our **CapMint Support Team** is here to assist you. You can raise a support ticket through multiple methods for convenience. Below are the methods available to raise a ticket:

Methods to Raise a Support Ticket

1. Through Capmint Mobile App

- **Log in** to your Capmint account via the **Capmint Mobile App**.
- Tap on the **"Help & Support"** tab.
- Choose how you'd like to reach our support team: via Call or Live Chat

2. Via Email

- Send an email with your query or concern to **support@capmint.com**.
 - Include detailed information, including any relevant screenshots or documents, so we can address your issue promptly. *(Screenshot: Email format showing subject and details)*
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Steps to Raise a Ticket via Email

1. Compose a New Email

Go to your mailbox and choose the option to **compose a new email**.

2. Draft Your Email

Provide all relevant details about your issue or request to help it reach the right support team for quicker resolution.

3. Add Subject and Description

Enter a clear **subject line** and include a **detailed description** of your concern or query.

4. Attach Supporting Documents

If needed, attach relevant documents and details (maximum file size: **20MB in total**).

5. Submit and Track Your Ticket

Once submitted, you'll receive a **ticket reference number**. You can track its progress anytime from the **"My Tickets"** section on your dashboard.

6. Reopen a Ticket (if required)

If your issue remains unresolved or needs further action, you can **reopen the ticket within 24 hours** of receiving a resolution.

Escalation Process

If your issue remains unresolved after following the regular support steps, or if you need immediate assistance, you can escalate your ticket. Escalating a ticket ensures that your issue gets prioritized by the relevant teams.

Escalation Matrix

To better understand the escalation process and response times, refer to our [Escalation Matrix](#) which outlines the steps for escalating and the expected timelines for resolution.

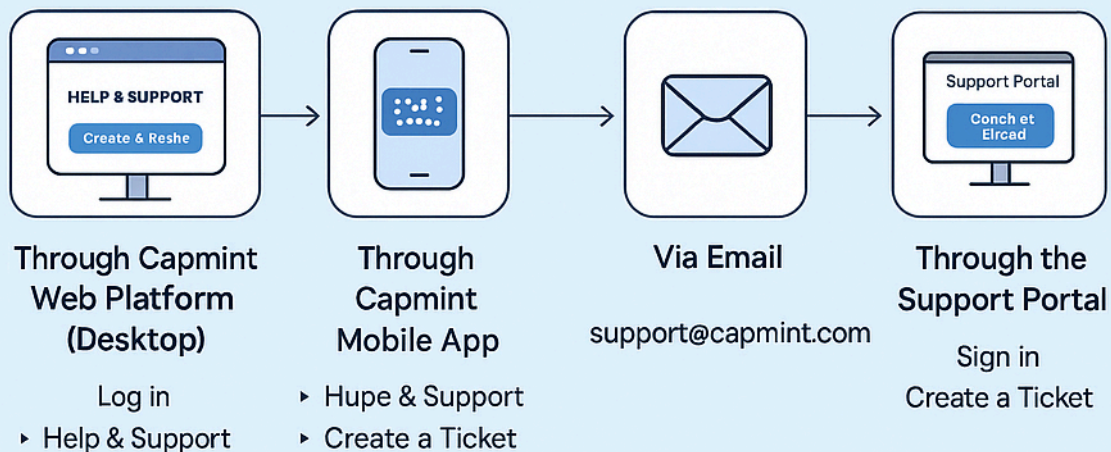
SEBI Compliance:

- Ensure all queries and related data are handled securely and in compliance with SEBI guidelines.
- For more details on SEBI-related queries, refer to the [Grievance Redressal Policy FAQ Link](#).

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METHODS TO RAISE A SUPPORT TICKET



STEPS TO RAISE A TICKET

