

## 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:

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### 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 up to **3 relevant documents** (maximum file size: **2MB each**).

#### 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.

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## **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.

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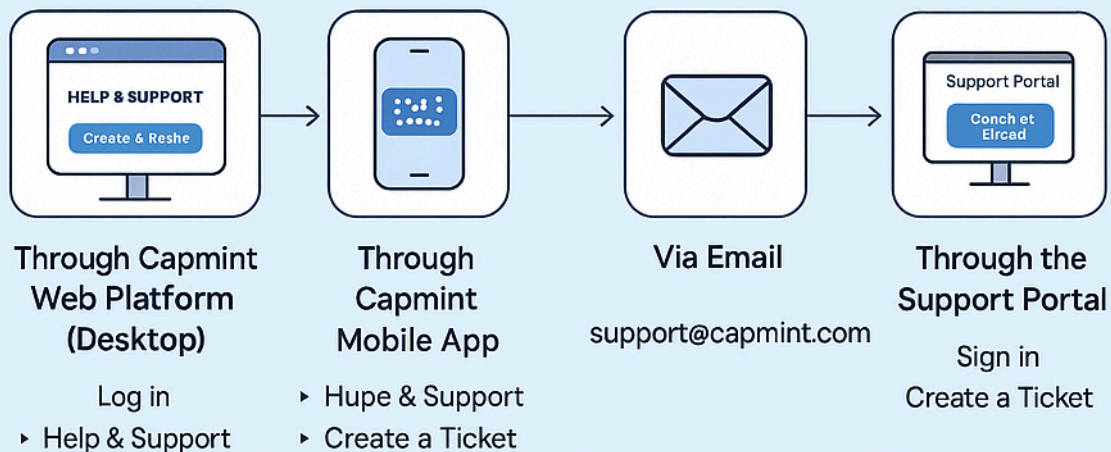
## **SEBI Compliance:**

- 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

