

Investor Grievance Tracking Mechanism

- To file a grievance, clients should write an email to “grievances@istaa.com” using their registered email address and include their BO ID/client ID.
- Istaa Finserv uses an internal excel tracker to update grievance-related information. The grievance will be closed within 7 working days of receipt.
- To track the grievance status, clients can email/ contact us with their BO ID/client ID.