Twitter Thread by MG ■

MG ■
@OptionsExpert_

Finally, I got the 1,00,000 loss amount back from the broker due to their technical fault.

This thread Will tell you What the process is to claim your amount.

Recently for a Full day On Dec 5, my broker terminal was not working, even not on call. I have some open positions Due to which I faced loss.

Now You have to do the following:

1) Always take screenshots of the errors
2) Write down the Symbol, price etc Which you want to trade at that time
3) Make Computation of loss properly with time

Now mail this to your broker, 99% broker will not give solution or your loss amount. Wait for min 3 working days

Now You have to file a complaint to NSE

Which I already tell in my earlier tweet:

https://t.co/YtMYoMhd1R

> (7/n) Go to https://t.co/71eSo7so3Y
> Register yourself first and then
>
> >>Complaint against TM pic.twitter.com/GeROShnXA5
>
> — MG \u26a1 (@OptionsExpert_) October 12, 2022

Just make an account and enter your all details
You have to attach :
1) Mail with the broker
2) Error Screenshots

3) Computation of loss

And Wait for a few days and Now see the magic

After raising the complaint The broker is ready to pay me for my losses

> We regret for the delay in response.
>
> With reference to your below email, we're glad to inform you that we have reversed Rs.100000 in your Trading account on 20/12/2022 towards service interruption on 1st Dec 2022 and 5th Dec 2022.
>
> If you need any further assistance, please connect with us on below mentioned details.
>
> We value your business and hope to have an enduring association with you in the future as well.
>
> Regards,

They even call me and requested To take my complaint back
This is the Complaint letter from NSE:

regarding Order Execution - Non-Execution.

Vide letter dated 20-12-2022 the trading member's response dated 19-12-2022 was forwarded to you seeking your response. Vide reply dated 19-12-2022, TM has given clarification on the matter and proposed to reverse an amount of Rs 1,00,000/- to the client as service gesture. You were requested to provide the details/clarifications by 21-12-2022. However, no response has been received by the Exchange from your end, till date.

You are requested to provide your comments and kindly share your consent for the settlement of theissue as proposed by Trading Membe **on or before 23-12-2022** failing which it will be construed that you do not wish to pursue the matter further and your complaint will be treated as closed in the Exchange records.

In case you need any further assistance, you may contact us on 0172-4071542 or email to nseiscchandigarh@nse.co.in.

Yours faithfully,

For National Stock Exchange of India Limited

Authorised signatory

That's how You can save lakhs of money If there is a failure from the broker's end.

If you found this thread useful don't forget to retweet and share it with your friends if they also face this issue...

https://t.co/pwpWigqky9

> Finally, I got the 1,00,000 loss amount back from the broker due to their technical fault.
>
> This thread Will tell you What the process is to claim your amount.
>
> — MG \u26a1 (@OptionsExpert_) December 28, 2022