

Customer Complaint Address Module (CCAM)



Bangladesh Securities and Exchange Commission





- **What is CCAM?**

Bangladesh Securities and Exchange Commission has developed an online Module to address complaints of the customers of the Capital Market. Name of this module is Customer Complaint Address Module (CCAM)

- **Where I will find this Module?**

Please visit BSEC's website www.sec.gov.bd, in the right hand side of this website, you will see “Customer Complaint Address Module” icon, just click on this icon, this will take you to this page.

- **How to submit a complaint in this Module?**

In the respective page, you need to input your details, such as-

- ❖ Your BO ID (16 digit);
- ❖ Name;
- ❖ Address;
- ❖ Email address (for communication with you and for sending One Time Password or OTP); and
- ❖ Mobile number (for sending One Time Password or OTP).

These are mandatory fields and without writing these information, you will not be able to submit your complaint.

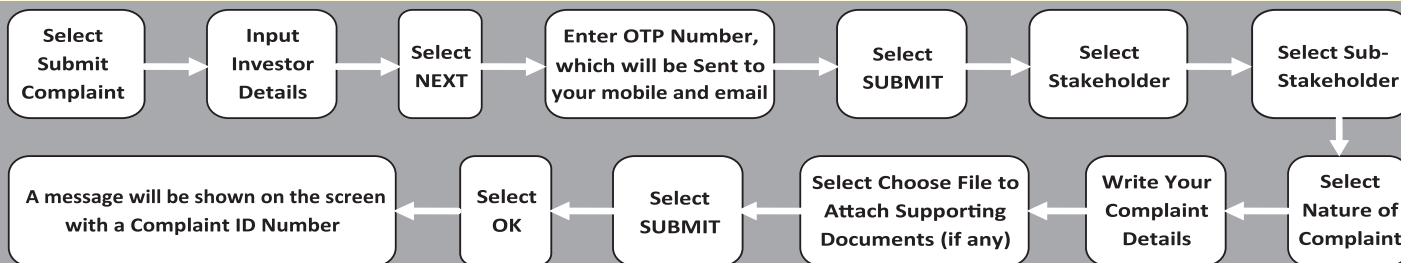
Once you are done, please click “Next” button. You will get an OTP on your mobile phone and email. Please enter the OTP number in the respective place and click “SUBMIT”, then you will be able to write your complaint details.

From the dropdown menu, please select against whom your complaint is related- DSE, CSE, CDBL, issuer and other registered entities. For example if your complaint is against a Stock Broker/TREC Holder of DSE, then please select DSE. If your complaint is against a Merchant Bank, please select Merchant Bank etc.

From the next dropdown menu, you need to choose the name of Sub-stakeholders. That means against which institution your complaint is. In this menu, you will find the name of all registered entities of our Capital Market. Please select the name of the institution. For example, if your complaint is against X Securities Limited then select “X Securities Limited”

In the next step, form dropdown menu, please select the nature of your complaint. If you are not sure about the nature of your complaint, please select **“Others”**. Then you need to write complaint description / অভিযোগের বিবরণ in the appropriate box. You will be able to write here either in Bangla or in English. If you wish to attach any relevant documents, please do it by clicking **“choose file”** button.

Once you are done, please click **‘SUBMIT’** button and a message will be shown on the top of the page for confirmation then click **“OK”** button. You will get an acknowledgement in your email with complaint **ID**. Please preserve this complaint **ID** for future use. You can follow the following diagram for submitting your complaint:



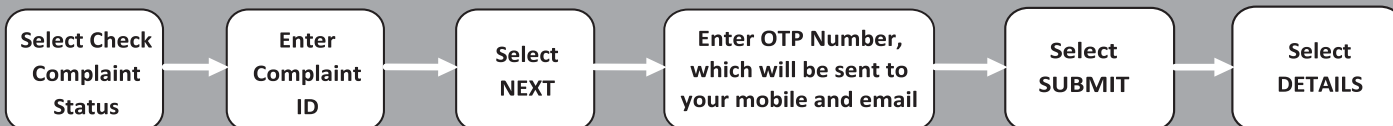
● Who will address my submitted complaint?

If your complaint is against DSE TREC Holders, DSE will address your complaint and you will get reply from them. CSE and CDBL will address your complaint if the complaint is against CSE TREC Holders or Depository Participants (DP) as the case may be.

If the complaint is against other registered entities (other than DSE & CSE TREC Holders and Depository Participants), the respective institution will address your complaint and communicate with you.

● How do I check status of my submitted complaint?

From the same Module, please click **“Check Complaint Status”** enter your complaint **ID** and then click **“Next”**. You will receive an **OTP** on your mobile phone and email. Please input your **OTP** number and then click **“SUBMIT”** button and you will be able to see the current status of your submitted complaint. You can follow the following diagram for knowing the status of your complaint:



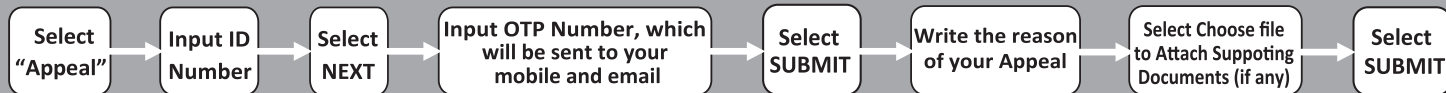
● What I need to do if I wish to withdraw my complaint?

Please click “**Withdraw Complaint**” button, then input your complaint **ID** and click “**Next**”, you will receive an **OTP** on your mobile phone and email, please input your **OTP** number and click “**SUBMIT**” button, your complaint status will appear, please click “**DETAILS**” and thereafter click “**WITHDRAW COMPLAINT**” button followed by “**OK**” button. You will receive an email notification confirming withdrawn of your complaint. You will also be able to see this message on your computer screen. You can follow the following diagram for withdrawing your complaint:



● If I am not satisfied with the outcome of my complaint, then what I should do?

You may submit an appeal. For submitting an appeal, please select “**Appeal**” from the menu. Please input your complaint **ID** and click “**NEXT**”, you will receive an **OTP** on your mobile phone and email. Please input your **OTP** number and click “**SUBMIT**” button. You will see a box where you need to write grounds of appeal either in English or in Bangla. If you wish you can attach documents by clicking “**choose file**”. Once you are done, please click “**SUBMIT**” button. You will get an automatic notification on your email in respect of this appeal. You can follow the following diagram for lodging an Appeal:



● Do I need to pay for using the services of this Module?

No, it is absolutely free.

● Why I should use this Module for submitting my complaint?

- ❖ This Module is electronically designed and efficient. if you submit your complaint using this module, your complaint will be resolved quickly;
- ❖ You will immediately get an acknowledgement if you submit a complaint;
- ❖ You can also track your complaint status online;
- ❖ If you wish, you can withdraw your complaint; and
- ❖ If you are not satisfied with the outcome of your complaint, you can submit an appeal.

● If I have any additional Questions, to whom I should get in touch with?

You can write at: sri@sec.gov.bd



বাংলাদেশ সিকিউরিটিজ অ্যান্ড এক্সচেঞ্জ কমিশন

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