



Customers can reach out to provide complaints via email to grievance@fortunewmc.com and dpgrievance@fortunewmc.com. This approach ensures accessibility and transparency for customers to voice their concerns. The grievance email address and contact number are prominently displayed across different communication channels.

This process involves several steps to ensure that customer grievances are properly addressed. Here's a breakdown of the process:

Step 1: Receipt of Complaint

- Customers can send their complaints to the email address grievance@fortunewmc.com and dpgrievance@fortunewmc.com. This email address is prominently displayed in various communication channels, including in all our mail communications, contract notes, the Website, Name Boards of Branches, and AP office's.

Step 2: Verification and Documentation

- The compliance officer receives the complaint and verifies its nature. They determine whether the complaint is technical or related to a manual process. The complaint is then recorded in the complaint register.

Step 3: Gathering Details

- The compliance officer contacts the concerned department to gather detailed information about the complaint. This step ensures that all relevant information is collected to understand the issue thoroughly.

Step 4: Solution Development

- After gathering the necessary details, the compliance officer, along with a Board Member, works to find a suitable solution to the complaint. The goal is to address the issue promptly and effectively.

Step 5: Communication of Solution

- Once a solution is determined, it is explained to the client in detail. This explanation is provided both through email and over the phone to ensure clear communication.

Step 6: Client Feedback

- After the complaint has been resolved, the client is asked for their opinion and feedback regarding the provided solution. This feedback can be gathered through a reply email.

Overall, this process highlights the systematic approach that Fortunewmc.com follows to handle customer complaints. It ensures that complaints are properly documented, investigated, and resolved in a timely manner, while also emphasizing effective communication with the client throughout the process

