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:

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.

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 relevant documents and details (maximum file size: **20MB in total**).

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 post google login on the ticket link.

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.

Escalation Process

If your issue remains unresolved after following the regular support steps, or if you need immediate assistance, you can escalate your ticket OR file a complaint regarding the same. 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.

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.](#)