

Dated: July 28th, 2026

Sahamati/Advisory/Member-Success/2026-07/01

**Subject: Ticket Management Process for Service Requests raised with Sahamati Member Services going live from 30-07-2026**

**To:** All Account Aggregators (AAs), Financial Information Providers (FIPs), and Financial Information Users (FIUs)

Dear All,

Sahamati has implemented a ticketing mechanism to ensure that every service request raised by ecosystem participants to the Memberservices team (on the [memberservices@sahamati.org.in](mailto:memberservices@sahamati.org.in) email ID) is tracked end-to-end, is well categorised, addressed promptly, and closed in an orderly and transparent manner.

This advisory sets out the process that the ecosystem is requested to follow with the implementation of the new ticketing mechanism.

Please note that you are not required to login to any platform for raising tickets to the Memberservices team. You will need to continue writing the emails as you are doing currently. However each mail based request will become a ticket that can be tracked and will be addressed accordingly.

**What changes for you:**

- 1. Automatic Ticket Assignment:** Every email based request raised automatically assigned a unique Ticket ID at the time of creation. This Ticket ID will be shared with you as part of the acknowledgement of your request via email.
- 2. Quoting the Ticket ID :** When corresponding with the Member Services team on an existing request, please always quote the relevant Ticket ID. This allows the team to locate your request quickly and assist you without delay.
- 3. Response Window Before Auto-Closure:** When a ticket is marked “Resolved,” you will have 48 hours to respond if the issue has not been fully addressed. If no response is received within this window, the ticket will be automatically closed.
- 4. Raising a New Ticket After Closure:** Once a ticket moves from “Resolved” to “Closed” status, any further correspondence on that matter must be raised as a new ticket. Please do not reply to the closed ticket’s email thread, as such replies will not be tracked or actioned by the system.
- 5. If the Issue Persists After Closure:** Should your issue remain unresolved after a ticket has been closed, please raise a fresh ticket, referencing the earlier Ticket ID for context, rather than replying to the closed thread.

**Why This Matters:**

This ticketing platform enables us to track every request from start to finish, respond to you promptly, and close matters in an organised manner. Your cooperation with this process will help ensure a faster and smoother turnaround on your requests.

For any queries regarding this process, please reach out to the [memberservices@sahamati.org.in](mailto:memberservices@sahamati.org.in).

Regards,  
Sahamati Member Success Team