

INVESTOR GRIEVANCES ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care/ Client Servicing	Ranjit Panigrahi/ Jabar Sawale	2nd Floor, B-Wing, Suashish IT Park, Plot No. 68E, Off Datta Pada Road, Opp. Tata Steel, Borivali(E), Mumbai - 400 066.	(022) 50237000	customer.support@jmfl.com
Head of Customer Care/ Client Servicing	Anjali Parab	2nd Floor, B-Wing, Suashish IT Park, Plot No. 68E, Off Datta Pada Road, Opp. Tata Steel, Borivali(E), Mumbai - 400 066.	(022) 45057421 (022) 45057042 (022) 45057125	escalations@jmfl.com
Compliance Officer	Amar Agrawal	2nd Floor, B-Wing, Suashish IT Park, Plot No. 68E, Off Datta Pada Road, Opp. Tata Steel, Borivali(E), Mumbai - 400 066.	(022) 45057165	amar.agrawal@jmfl.com
Chief Executive Officer (CEO)	Nirav Gandhi / Dimplekumar Shah	5th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400025	(022) 67043131	nirav.gandhi@jmfl.com

Operational/Working hours: Monday to Friday - 9.30 am to 1:00 pm and 2:00 pm to 6.30 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchanges at:

NSE	https://investorhelpline.nseindia.com/NICEPLUS/
BSE	https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
MCX	https://www.mcxindia.com/Investor-Services
NCDEX	https://ncdex.com/investor_complaint
CDSL	https://www.cdslindia.com/footer/grievances.aspx
NSDL	https://www.epass.nsdl.com/complaints/websitecomplaints.aspx

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange/Depository portal.