

INVESTOR GRIEVANCES ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care/ Client Servicing	Maharukh Chhapgar/ Kevin Chauhan	2nd Floor, B-Wing, Suashish IT Park, Plot No. 68E, Off Datta Pada Road, Opp. Tata Steel, Borivali(E), Mumbai - 400 066.	022 – 45057329 / 022 – 45057207	ifdhelpdesk@jmfl.com
Head of Customer Care/ Client Servicing	Sachin Angre	2nd Floor, B-Wing, Suashish IT Park, Plot No. 68E, Off Datta Pada Road, Opp. Tata Steel, Borivali(E), Mumbai - 400 066.	022 – 45057285	sachin.angre@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.sebi.gov.in> 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.

JM Financial Services Ltd. | Corporate Identity Number: U67120MH1998PLC115415 | <https://www.jmfinancialservices.in>
Stock Broker - INZ000195834 (NSE Membership No. 10548 | BSE Membership No. 325 | MCX Membership No. 56555 | NCDEX Membership No. 1282) | **Depository Participant** - IN-DP-541-2020 | PMS - INP000000621 | AMFI - ARN0002 | **Investment Adviser** - INA000012351 | **Research Analyst** - INH000001196 | IRDA - Composite Corporate Agent CA0761 (valid till Jul 1, 2024)
Corp. Office: 5th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025. Tel.: (022) 6704 0404. Fax: (022) 6704 3139 **Regd.**
Office: 7th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025. Tel.: (022) 6630 3030. Fax: (022) 6630 3223.
Compliance officer: Mr. Amar Agrawal | Tel.: (022) 4505 7165 | Email id: amar.agrawal@jmfl.com