

Grievance Redressal Mechanism

Jefferies India Private Limited is committed to providing a high standard of service to all of our clients/investors. However, we do recognize that on occasion problems may arise and we may fall short of the service levels to which we aspire.

This section explains what you need to do if you are dissatisfied with any aspect of our products or services and you wish to make a complaint.

How to file a compliant

- You can contact your Relationship Manager in person or via their direct contact details.
- You can contact our Compliance Officer, directly in writing, by telephone or by email.

Sanjay Pai

Jefferies India Private Limited

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+91-22-42246150

compliance_india@jefferies.com

Information you need to provide

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- Your name, address, account and contact details
- Clear description of your concern or complaint
- Details of what you would like us to do to resolve the complaint
- Copies of any relevant documents/information

We will try to resolve your complaint as quickly as possible.

If you are still not satisfied

If not satisfied with our response you can lodge your grievances with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1 800 22 7575 / 1 800 266 7575.

Filing of complaints on SCORES – Easy & quick

- Register on SCORES portal (<https://scores.gov.in>)
- Mandatory details for filing complaints on SCORES:
 - Name, PAN, Address, Mobile Number, Email ID
- Benefits:
 - Effective communication
 - Speedy redressal of the grievances