

Information regarding Grievance Redressal Mechanism

Dear Investor,

In case of any grievance / complaint against the Intermediary:

Procedure for filing a Complaint

	Investor/complainant should send an email compliance_india@jefferies.com to register a complaint
	Once a complaint is received, acknowledgment will be sent to the investor/ complainant along with the service ticket/ complaint reference number in it
	Please quote the Service ticket / Complaint reference number in any communication regarding the complaint
	In case the complaint is not resolved, the investor/ complainant may escalate the complaint as per the “Grievance Redressal Mechanism” available on the website

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care	Relationship Manager	Level 16, Express Towers, Nariman Point, Mumbai – 400 021.	+91 22 43566000 (Mon-Fri: 9.00 AM-6.00 PM)	spai@jefferies.com
Compliance Officer	Mr. Sanjay Pai		+91 22 42246150 (Mon-Fri: 9.00 AM-6.00 PM)	spai@jefferies.com
Designated Director	Mr. Rajiv Hingu		+91 22 42246140 (Mon-Fri: 9.00 AM-6.00 PM)	rhingoo@jefferies.com

- If not satisfied with the response of the Intermediary as a Stock Broker, you may contact the concerned Stock Exchange at the following –

	Web Address	Contact No	Email-id
BSE	www.bseindia.com	+ 91 -22- 22728517	ISC.Mumbai@bseindia.com
NSE	www.nseindia.com	1800 266 0058 022 – 26598191 022-25045300/61928200	nseismum@nse.co.in / ignse@nse.co.in

- In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:
 - SEBI at <https://scores.sebi.gov.in/> or
 - NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> or
 - BSE at <https://bseids.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or
 - SMARTODR Platform at <https://smartodr.in/login>
- 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 1800 22 7575 / 1800 266 7575.