

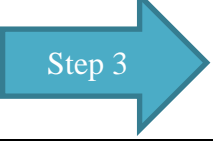



## Information regarding Grievance Redressal Mechanism

Dear Investor,

*In case of any grievance / complaint against the Intermediary:*

### Procedure for filing a Complaint

 Step 1	Investor/complainant should send an email compliance_india@jefferies.com to register a complaint
 Step 2	Once a complaint is received, acknowledgment will be sent to the investor/ complainant along with the service ticket/ complaint reference number in it
 Step 3	Please quote the Service ticket / Complaint reference number in any communication regarding the complaint
 Step 4	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,	+91 22 43566000	<a href="mailto:spai@jefferies.com">spai@jefferies.com</a>
Compliance Officer	Mr. Sanjay Pai	Nariman Point,	+91 22 42246150	<a href="mailto:spai@jefferies.com">spai@jefferies.com</a>
Designated Director	Mr. Rajiv Hingu	Mumbai – 400 021.	+91 22 42246140	<a href="mailto:rhingoo@jefferies.com">rhingoo@jefferies.com</a>

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

	<b>Web Address</b>	<b>Contact No</b>	<b>Email-id</b>
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	+ 91 -22- 22728517	<a href="mailto:ISC.Mumbai@bseindia.com">ISC.Mumbai@bseindia.com</a>
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	1800 266 0058 022 – 26598191 022-25045300/61928200	<a href="mailto:nseiscmum@nse.co.in">nseiscmum@nse.co.in</a> / <a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>

- 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
  - NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> or
  - BSE at <https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.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.