

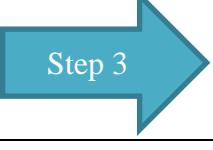



Information regarding Grievance Redressal Mechanism

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, 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 | nseiscmum@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://bsecrecs.bseindia.com/ecomplaint/frnInvestorHome.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.