

Grievance Redressal / Escalation Matrix

Dear Investor,

In case of any grievance / complaint against the Intermediary:

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours when complainant can call
Customer Care	Concerned Research analyst	Level 16, Express Towers, Nariman Point, Mumbai – 400 021.	+91 22 43566000	spai@jefferies.com	Mon-Fri: 9.00 AM- 6.00 PM
Head of Customer Care	Concerned Research analyst		+91 22 43566000	spai@jefferies.com	
Compliance Officer	Mr. Sanjay Pai		+91 22 42246150	spai@jefferies.com	
CEO / Director	Mr. Rajiv Hingu		+91 22 42246140	rhingoo@jefferies.com	
Principal Officer	Mr. Sanjay Pai		+91 22 42246150	spai@jefferies.com	

- In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:
 - SEBI at <https://scores.sebi.gov.in/> or
 - SMARTODR Platform at <https://smartodr.in/login>