

INFORMATION REGARDING GRIEVANCE ESCALATION MATRIX.
IIFL Capital Services Limited (Formerly Known as IIFL Securities Limited)

Contact details	Contact person	Address	Contact no.	Email id	Working hours
Customer Service department	Ms. Kusum Singh	IIFL House, Sun Infotech Park, Road No. 16V, Plot No.B-23, Thane Industrial Area, Wagle Estate, Thane - 400604	022-40071000	cs@iifl.com	Monday to Friday - 8.30 am to 5 pm and Saturday - 10 am to 4pm
Head of Customer Care	Mr. Dharmender Narang	IIFL House, Sun Infotech Park, Road No. 16V, Plot No.B-23, Thane Industrial Area, Wagle Estate, Thane - 400604	022-61502020	For Broking & other product grievances/ complaints customergrievances@iifl.com For DP grievances / complaints dpgrievances@iifl.com	Monday to Friday - 8.30 am to 5 pm
Compliance officer – Stock Broking, Commodity Broking and Depository Services	Mr. Prasad Umarale / Mr. Kedar Karnik	7th Floor, Ackruti Centre Point, Opp Ackruti Star Central Road, Marol MIDC, Andheri (E) Mumbai – 400093	022-61502040	complianceofficer@iifl.com	Monday to Friday - 9.30 am to 6 pm
For Research Analyst	Ms. Chaitali Shah	24th Floor, One Lodha Place, Senapati Bapat Marg, Lower Parel (W), Mumbai 400 013	022-46464658	compliance.inst@iiflcap.com	Monday to Friday - 9.00 am to 5.30 pm
President(Whole Time Director)	Mr. Narendra Jain	Office no. 1, Hubtown Solaris, Grounf Floor, N S Phadke Marg, Vijay Nagar Andheri (E) Mumbai, 400069	022-61502021	presbrok@iifl.com	Monday to Friday - 8.30 am to 5 pm
Principal Officer- Research Analyst	Mr. G V Giri	24th Floor, One Lodha Place, Senapati Bapat Marg, Lower Parel (W), Mumbai 400 013	022-46464676	gvgiri@iiflcap.com	Monday to Friday - 8.00 am to 4.30 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

- SEBI - <https://scores.sebi.gov.in/>
- Alternatively you may raise issue in ODR- <https://smartodr.in/>
- NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>
- BSE: <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>,
- MCX: <https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint>
- NCDEX: <https://ncdex.com/grievances>
- NSDL: <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>
- CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>

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