

INVESTOR GRIEVANCE REDRESSAL MECHANISM - ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Mr. Savio Rodrigues / Mr. Arjun Rao	IIFL Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765858	clientservicing@iiflw.com	09.00 AM to 6.00 PM
Head of Customer care	Ms. Japhia Walker	IIFL Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765637	japhia@iiflw.com	09.00 AM to 6.00 PM
Compliance Officer	Mr. Dinesh M Tanwar	IIFL Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765717	dinesh.tanwar@iiflw.com brokingcompliance@iiflw.com	09.00 AM to 6.00 PM
CEO/Business Head	Mr. Viral Shah	IIFL Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765853	viral.shah@iiflw.com	09.00 AM to 6.00 PM

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 respective **Exchanges and DP's**
 MCX - <https://www.mcxindia.com/Investor-Services> .
 NSE - <https://investorhelpline.nseindia.com/NICEPLUS/>
 NCDEX - https://ncdex.com/investor_complaint
 BSE - <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
 NSDL - <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>
 CSDL - <https://www.cdslindia.com/Footer/grievances.aspx>
 Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.