



INFORMATION REGARDING GRIEVANCE ESCALATION MATRIX

Contact details	Contact person	Address	Telephone no.	Email id	Working hours
Customer Service department	Ms. Rachana Koli	IIFL House, Sun Infotech Park, Road No. 16V, Plot No.B-23, Thane Industrial Area, Wagle Estate, Thane - 400604	022-40071000	cs@iiflcapital.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 grievances/ other product grievances/ other complaints customergrievances@iiflcapital.com For DP grievances / other complaints dpgrievances@iiflcapital.com	Monday to Friday - 8.30 am to 5 pm
Compliance officer – Stock Broking, Commodity Broking and Depository Services	Mr. Prasad Umarale/ Kedar Karnik	7th Floor, Ackruti Centre Point, Opp. Ackruti Star Central Road, Marol MIDC, Andheri (E) Mumbai – 400093	022-61502040	complianceofficer@iiflcapital.com	Monday to Friday - 9.30 am to 6 pm
For Research Analyst Services	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

IIFL Capital Services Limited (Formerly known as IIFL Securities Limited)

Corporate Identity Number: L99999MH1996PLC132983

Corporate Office: Office No. 1, Ground Floor, Hubtown Solaris, N. S. Phadke Marg, Andheri (E), Near East West Flyover, Mumbai - 400069

Regd. Office: IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane - 400 604

Tel: (91-22) 3929 4000/ 4103 5000 • Fax: (91-22) 2580 6654 • E-mail: secretarial@iifl.com • Website: www.iiflcapital.com



For Investment Advisor Services	Mr. Kedar Karnik	7th Floor, Ackruti Centre Point, Opp. Ackruti Star Central Road, Marol MIDC, Andheri (E) Mumbai – 400093	022-61502040	iiflcompliance@iiflcapital.com	Monday to Friday - 9.00 am to 5.30 pm
Chief Operating Officer	Mr. Narendra Jain	7th Floor, Ackruti Centre Point, Opp. Ackruti Star Central Road, Marol MIDC, Andheri (E) Mumbai – 4000939	022-61502021	COO.iiflcapital@iiflcapital.com	Monday to Friday - 8.30 am to 5 pm
Managing Director	Mr. R. Venkataraman	24 th Floor, One Lodha Place, Senapati Bapat Marg, Lower Parel (W), Mumbai 400 013	022-61086300	MD.iiflcapital@iiflcapital.com	Monday to Friday - 8.30 am to 5 pm
Principal Officer - Investment Advisory	Mr. Kiran Pawar	Gr Flr 01 Hubtown Solaris, Saiwadi, N S Phadke Road, Andheri East, Mumbai, 400069	022-45290525	kiran.pawar1@iiflcapital.com	Monday to Friday - 9.30 am to 6 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

IIFL Capital Services Limited (Formerly known as IIFL Securities Limited)

Corporate Identity Number: **L99999MH1996PLC132983**

Corporate Office: Office No. 1, Ground Floor, Hubtown Solaris, N. S. Phadke Marg, Andheri (E), Near East West Flyover, Mumbai - 400069

Regd. Office: IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane - 400 604

Tel: (91-22) 3929 4000/ 4103 5000 • Fax: (91-22) 2580 6654 • E-mail: secretarial@iifl.com • Website: www.iiflcapital.com

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/frmlInvestorHome.aspx>,
- MCX: <https://www.mcxindia.com/Investor-Services/grievances/>
- NCDEX: <https://ncdex.com/grievances>
- NSDL: <https://investor.nsdl.com/portal/en/home>
- CDSL: <https://www.cdslindia.com/eservices/footer/grievances>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES

IIFL Capital Services Limited (Formerly known as IIFL Securities Limited)

Corporate Identity Number: **L99999MH1996PLC132983**

Corporate Office: Office No. 1, Ground Floor, Hubtown Solaris, N. S. Phadke Marg, Andheri (E), Near East West Flyover, Mumbai - 400069

Regd. Office: IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane - 400 604

Tel: (91-22) 3929 4000/ 4103 5000 • Fax: (91-22) 2580 6654 • E-mail: secretarial@iifl.com • Website: www.iiflcapital.com