



INFORMATION REGARDING GRIEVANCE ESCALATION MATRIX.

Contact details	Contact person	Address	Telephone no.	Email id	Working hours
Customer Service department	Ms. Kusum Singh	IIFL Securities Ltd. 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 Securities Ltd. IIFL House, Sun Infotech Park, Road No. 16V, Plot No.B-23, Thane Industrial Area, Wagle Estate, Thane - 400604	022-61502020	For Broking 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	IIFL Securities Ltd. 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
President(Whole Time Director)	Mr. Narendra Jain	IIFL Securities Ltd. 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

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 at
 NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>
 BSE: <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.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>
 Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal