

## **Investor Complaint Redressal Procedure**

### **Steps for filing complaint / finding out status of complaint are as follows:**

- The clients having trading account with JM Financial Institutional Securities Limited may file a complaint through any of the following modes:
  - Send an email on the designated email ID:  
[igsecurities@jmfl.com](mailto:igsecurities@jmfl.com)
  - Call on the designated Operations/ Customer care number:  
[+91 22 6224 1073](tel:+912262241073)
  - Send a communication in writing at the registered office:  
7th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400025
- The concerned official from Operations/ Customer care shall intimate receipt of complaint to the client vide call and email on the mobile number and email ID present in our records.
- The client shall receive an appropriate resolution of complaint from Operations/ Customer care within a reasonable time period.
- The client may contact the concerned officials from Operations/ Customer care to find out the status of the complaint.

**File a complaint**

**Receive intimation of receipt**

**Receive resolution of complaint**

**Contact for status of complaint**