

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
 - 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.

