

## INVESTOR GRIEVANCE ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email ID	Working Hours (Monday to Saturday)
Customer Care	Mrs. Pratima Rana	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725522	<a href="mailto:customercare@jainam.in">customercare@jainam.in</a>	9.00 A.M. to 7.00 P.M.
Head of Customer Care	Mr. Nirav Kansariwala	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725555	<a href="mailto:partnerdesk@jainam.in">partnerdesk@jainam.in</a>	10.00 A.M. to 6.30 P.M.
Compliance Officer	Mr. Anil Mishra	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725543	<a href="mailto:compliance@jainam.in">compliance@jainam.in</a>	10.00 A.M. to 6.30 P.M.
Director	Mr. Jainam Parikh	Jainam House, Plot No.42, Near Shardayatan School, Piplod, Surat 395007, Gujarat, India.	0261-6725545	<a href="mailto:compliance@jainam.in">compliance@jainam.in</a>	10.00 A.M. to 6.30 P.M.

In absence of response / complaint not addressed to your satisfaction, you may lodge a complaint with;

SEBI SCORES 2.0 at <https://scores.sebi.gov.in/>

Smart ODR at <https://smartodr.in/login>

NSE at <https://investorhelpline.nseindia.com/NICEPLUS>

MCX at <https://www.mcxindia.com/Investor-Services>

CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

Please quote complaint ref no. while raising your complaint at SEBI SCORES / Exchange portal.