

Escalation Matrix: (For Stock Brokers and Depository Participant)				
Details of	Contact Person	Address	Contact No.	Email id
Customer care / Client Servicing	Bhavesh Kathiriya - for Stock Brokers Sarika Manjrekar - for Depository Participant	1306, Marathon Icon, Off G. K Marg, Lower Parel – West, Mumbai - 400 013	022 - 49734185 022 - 49734180	grievances@kmjpl.com
Head of Customer Care / Client Servicing	Mansi Jain	1306, Marathon Icon, Off G. K Marg, Lower Parel – West, Mumbai - 400 013	7304521237	support@kmjpl.com
Compliance Officer	Anand Jain	1306, Marathon Icon, Off G. K Marg, Lower Parel – West, Mumbai - 400 013	022 - 46078213	compliance@kmjpl.com
Chief Executive Officer (CEO)	Madhulika Jain	1306, Marathon Icon, Off G. K Marg, Lower Parel – West, Mumbai - 400 013	022 - 49711153	ceo_compliance@kmjpl.com

Working hours of each escalation level is

(9.30 am to 5.30 pm) - Monday to Friday

(10 am to 3 pm) - Saturday

Closed on every 4th Saturday of the month, Sunday's, Exchange and DP holidays

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/ Depository Participant at

BSE <https://bseclrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>,

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

MSEI: <https://www.msei.in/Investors/Introduction>,

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

After you've exhausted all the options available for resolving your grievance, if you're still not satisfied with the outcome, you can initiate the dispute resolution process through the ODR Portal <https://smartodr.in>

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