

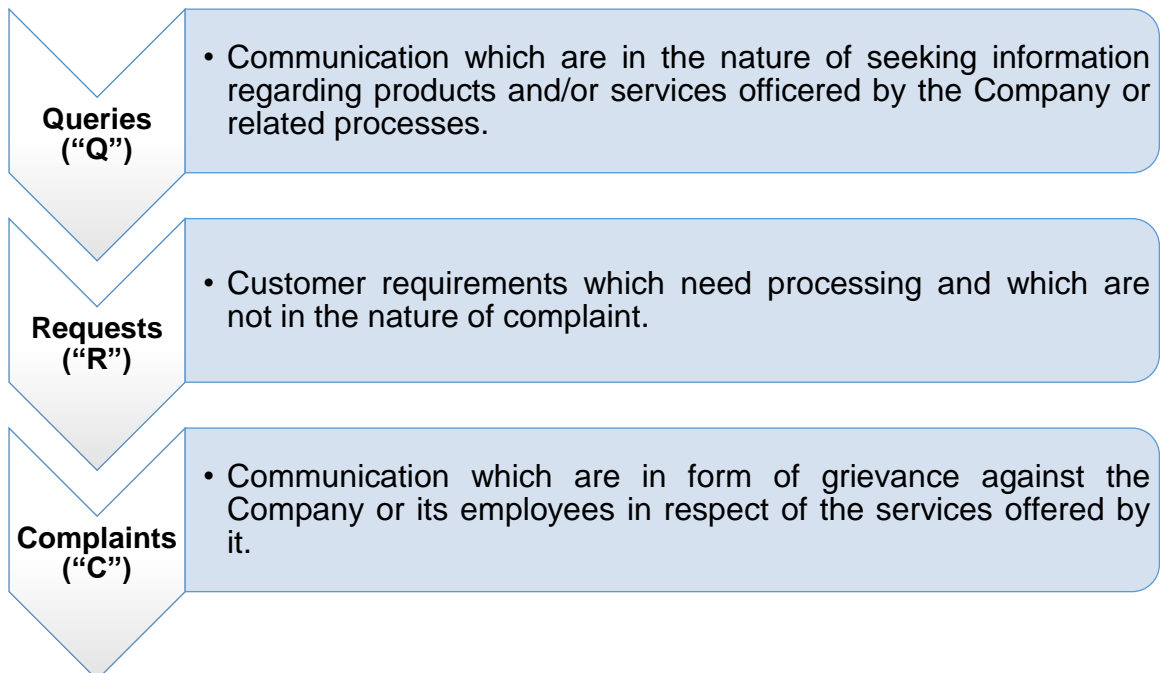
PROCEDURE FOR FILING A COMPLAINT / LODGING A QUERY

Mr. Hemant Pandya has been designated as the **Grievance Redressal Officer** and Mr. Nishit Shah has been designated as **Principal Nodal Officer** of JM Financial Products Limited.

<p>A customer can file a complaint/lodge a query with the Company through any of the following modes:</p>		
<p>E-mail: click here</p>	<p>Website of the Company: click here</p>	<p>Hard copy of the complaint along with the relevant supporting documents can be posted to the registered office of the Company on the below address:</p> <p style="text-align: center;">Mr. Hemant Pandya/Mr. Nishit Shah Grievance Redressal Officer/ Principal Nodal Officer JM Financial Products Limited 7th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025</p>

INDICATIVE PROCESS FOR DEALING WITH CUSTOMER COMMUNICATIONS:

Communication from Customers are categorised by the Company as under:



Procedure to raise a Complaint

Step 1 - Communication to Grievance Redressal Officer (GRO)/ Principal Nodal Officer (PNO) who shall tag the communication as Q/R/C

Register Complaint with GRO/PNO through following modes: <ul style="list-style-type: none"> • E-mail • Website Form • Hard Copy (Registered Office) 	Call: +91 22 6630 3030 E-mail: hemant.pandya@jmfl.com/ nodalofficerproducts@jmfl.com Mon-Fri 10am-6pm (excluding Public Holidays)
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For any communication which is tagged & registered as "C", it should be responded to within 30 days from the date of receipt of C

Yes	← Resolved →	No
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Complaint Closed



Escalate to Step 2



If your issue still remains unresolved or if you have not received a response within 30 days of lodging a complaint, you may approach the RBI Ombudsman appointed by the Reserve Bank of India under the Reserve Bank – Integrated Ombudsman Scheme, 2021.



Step 2 - RBI Complaint Management System (CMS) / Ombudsman

Online Mode: Portal: https://cms.rbi.org.in E-mail: crpc@rbi.org.in	Physical Mode: Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh – 160017 Helpline: 14448 (Monday to Friday, 9:30 AM – 5:30 PM)
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