

INVESTOR GRIEVANCE REDRESSAL MECHANISM - ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Mr. Savio Rodrigues / Mr. Arjun Rao	360 ONE Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765858	clientservicing@360.one	09.00 AM to 6.00 PM
Head of Customer care	Ms. Japhia Walker	360 ONE Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765637	japhia@360.one	09.00 AM to 6.00 PM
Compliance Officer	Mr. Dinesh M Tanwar	360 ONE Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765717	dinesh.tanwar@360.one brokingcompliance@360.one	09.00 AM to 6.00 PM
CEO/Business Head	Mr. Viral Shah	360 ONE Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra 400013	022-48765853	viral.shah@360.one	09.00 AM to 6.00 PM

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or respective **Exchanges and DP's**

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

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

NCDEX - https://ncdex.com/investor_complaint

BSE - <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

NSDL - <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>

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

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

360 ONE Distribution Services Limited (Formerly known as (IIFL Wealth Distribution Services Limited)

Corporate & Registered Office:

360 ONE Centre, Kamala City, Senapati Bapat Marg,
Lower Parel, Mumbai – 400 013

TEL: (91-22) 4876 5600 | FAX: (91-22) 4875 5606 www.360.one

AMFI-Registered Mutual Fund Distributor (ARN:181727)

CIN: U66120MH1995PLC228043