

Escalation Matrix

Details of	Contact Person	Address	Contact No	Email ID	Working Hours
Customer Care	Mrs. Shilpa Magnani	Opp. People's Bank Park , Sardar gunj Road, Anand-388001	02692-225000	cs@jksecurities.com	Monday to Friday 09:00AMto06:00PM Saturday 09:00 AM to 01:00 PM
Head of Customer Care	Mr. Deepak Shah	Opp. People's Bank Park , Sardar gunj Road, Anand-388001	02692-225036 9099811000	deepak@jksecurities.com	Monday to Friday 09:00AMto06:00PM Saturday 09:00 AM to 01:00 PM
Compliance Officer	Mr. Manish Shah	Opp. People's Bank Park , Sardar gunj Road, Anand-388001	02692-225005 9978914266	compliance@jksecurities.com	MondaytoFriday 09:00 AM to 06:00 PM Saturday 09:00 AM to 01:00 PM
CEO	Mr. Pranav Patel	Opp. People's Bank Park , Sardar gunj Road, Anand-388001	02692-225050 9825158592	pranav@jksecurities.com	Monday to Friday 09:00AMto06:00PM Saturday 09:00 AM to 01:00 PM

Grievance Redressal Mechanism of Exchange

Exchange	Web Address	Contact No.	Email-id
BSE	https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx	022-2272 8097	is@bseindia.com
NSE	https://investorhelpline.nseindia.com/NICEPLUS/	18002200 58	ignse@nse.co.in
MCX-SX	https://www.mcxindia.com/Investor-Services	022-6731 9000 (Ext. 8883)	investorcomplaints@mcx-sx.com
NCDEX	https://ncdex.com/investor_complaint	1800 26 62339	ig@ncdex.com /ask us@ncdex.com
	Web Address	Contact No.	Email-id
CDSL	www.cdslindia.com	022-2272 3333	complaints@cdslindia.com
NSDL	www.nsdl.co.in	022-2499 4200	relations@nsdl.co.in

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

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

(SCORE Mandatory details (Name, PAN, Address, Mobile No., Email ID) for filing complaints on SCORES / SMARTODR)

ODR <https://smartodr.in/login> (Ref.SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195)

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

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