JAIN INVESTMENT ADVISORS PRIVATE LIMITED

Grievance Redressal Mechanism

In case of any grievance / complaint against the JAIN INVESTMENT ADVISORS PVT LTD,
Please contact **Grievance Officer**, Ms. Divya Jain at Mumbai , Phone No. – 022-66898336, Address: 2, Andheri Anurag, Bhardawadi Road, Near ICICI Colony, Andheri West. 400058. Mumbai - Maharashtra.

You may also approach the **Principal Officer**, Mr. Vinod Jain at Mumbai- , Phone No. – 022-66898301, Address: 2, Andheri Anurag, Bhardawadi Road, Near ICICI Colony, Andheri West. 400058. Mumbai - Maharashtra.

Immediately on receipt of your complaint we will do the needful to review and redress the issues. If not satisfied with our response, you can lodge your grievances with **The Securities and Exchange Board of India** ("SEBI") at Scores Home - scores.sebi.gov.in or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.
SEBI vide its Circular No. SEBI/HO/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 has introduced online resolution of disputes mechanism in the Indian Securities Market streamlining the existing dispute resolution mechanism by establishing a common **Online Dispute Resolution Portal ("ODR Portal")** which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.
In pursuance of the above-mentioned circular, it is brought to your notice that we, JAIN INVESTMENT ADVISORS PVT LTD have registered ourselves on the **SMART ODR Portal** (Securities Market Approach for Resolution Through ODR Portal).

Steps before registering the complaint on the ODR PORTAL
Step 1: Direct Contact with JAIN INVESTMENT ADVISORS PVT LTD - An investor/client shall first attempt to resolve the issue by lodging the complaint directly. The Investor/client can reach out to our Compliance Office or Grievance Redressal Officer/Office or the Principal Officer as per the contact details provided above.
Step 2: SCOREs Registration (If Unsatisfied with Company's Resolution)
If not satisfied with the resolution provided by **JAIN INVESTMENT ADVISORS PVT LTD**, the Investor/client have the option to register their complaint on the SCOREs portal in accordance with process laid out therein.
Step 3: ODR Portal Lodging (If still Unsatisfied)
After exhausting all available options for resolution of the grievance, if the investor/client is still not satisfied with the outcome provided by SCOREs platform, he/she can initiate dispute resolution through the ODR Portal.
The ODR Portal is a platform where the Investor/client can lodge a complaint only after raising the complaint directly with the company or the SCOREs platform of SEBI **provided no complaint is pending at any level or with any court, tribunal, consumer forum or before any arbitral process.**
Under ODR Portal, the complaint will first be initiated through the Conciliation process. In case of non-resolution through the Conciliation process the matter can be referred for Arbitration. The entire process will be conducted in the online mode.

For more information on how to resolve disputes through ODR Portal kindly refer to the SEBI Circular.
https://www.sebi.gov.in/legal/circulars/jul-2023/online-resolution-of-disputes-in-the-indian-securities-market_74794.html

Online Dispute Resolution Portal (ODR): https://smartodr.in/login