Customer Service and Investor Grievance Redressal Mechanism

1. Our Commitment to Investors

At Jio BlackRock Broking Private Limited (JBBPL), we are committed to delivering a transparent, fair, responsive and customer-focused experience to all our clients. We recognise that our clients place significant trust in us when availing stock broking and depository participant services. We are therefore committed to ensuring that every complaint, concern, query or grievance is addressed efficiently, fairly and within prescribed timelines. Our grievance redressal framework has been established in accordance with applicable regulations issued by SEBI, Stock Exchanges and Depositories and is designed to ensure that investors have access to simple, accessible and effective channels for resolution of their concerns.

2. What Can You Contact Us For?

Account opening issues, KYC concerns, trading account complaints, DP account matters, delays in processing requests, statement discrepancies, contract note issues, margin-related concerns, unauthorized transactions, technical issues, service quality concerns, complaints regarding employees or representatives and any matter resulting in financial impact or service deficiency.

3. Principles Governing our Complaint Resolution Process

Accessibility: Investors can raise concerns through multiple channels.
Fairness: Every complaint is assessed objectively.
Transparency: Investors are kept informed of progress and outcome.
Timely Resolution: Complaints are resolved within prescribed timelines, and interim updates are shared where necessary.

4. Ways to Reach Us

Email: broking.grievance@jioblackrockbrokerage.com
In-App Support: Through Contact Us facility
Call & Trade: 1800 209 4910; Market working days from 8:00 AM to 5:00 PM IST.
Walk-in: Registered Office: 1301, 13th Floor, Altimus Building, Plot No.130, Worli Estate, Pandurang Budhkar Marg, Worli Colony, Worli, Mumbai 400030.

5. What Happens After You Raise a Complaint?

Step 1 Registration: Unique complaint reference number is generated.
Step 2 Investigation: Relevant records, trade logs, contract notes, communications and supporting documents are reviewed.
Step 3 Resolution: Appropriate action is taken and communicated.
Step 4 Closure: Closure communication includes summary of investigation and escalation options.

6. Resolution Timelines

JBBPL strives to close complaints within 21 calendar days and provides interim updates where required.

7. Escalation Matrix

Level	Designated Official	Name	Trigger Condition	Contact No. (Timings: Mon to Fri 9.00AM to 6.00PM)	Registered Office Address
L1	Customer Support Officer	Sandeep Patil	Broking.support@jioblackrockbrokerage.com	022-65437106	**Jio Blackrock Broking Private Limited** 1301, 13th floor, Altimus Building, Plot No. 130, Worli Estate, Pandurang Budhkar Marg, Worli Colony, Worli, Mumbai - 400030, Maharashtra, India
L2	Head of Customer care	Nitesh Waghela	servicehead@jioblackrockbrokerage.com	022-65437107	**Jio Blackrock Broking Private Limited** 1301, 13th floor, Altimus Building, Plot No. 130, Worli Estate, Pandurang Budhkar Marg, Worli Colony, Worli, Mumbai - 400030, Maharashtra, India
L3	Compliance Officer	Chintan Shingala	broking.grievance@jioblackrockbrokerage.com	022-65437108	**Jio Blackrock Broking Private Limited** 1301, 13th floor, Altimus Building, Plot No. 130, Worli Estate, Pandurang Budhkar Marg, Worli Colony, Worli, Mumbai - 400030, Maharashtra, India
L4	Designated Director (Apex Escalation)	Swapnil Bhaskar	ceo@jioblackrockbrokerage.com	022-65437109	**Jio Blackrock Broking Private Limited** 1301, 13th floor, Altimus Building, Plot No. 130, Worli Estate, Pandurang Budhkar Marg, Worli Colony, Worli, Mumbai - 400030, Maharashtra, India

8. SEBI SCORES & ODR

Investors not satisfied with JBBPL resolution may approach SEBI through SCORES at https://scores.sebi.gov.in or use the Online Dispute Resolution mechanism. SEBI Toll Free: 1800 22 7575 / 1800 266 7575.

i. **Steps to Lodge Complaint:**
   a. **Register on the SCORES Portal**
      Visit https://scores.sebi.gov.in and create your account by providing the required details r name, PAN, mobile number, and email ID.
   b. **Login and Lodge Your Complaint**
      After successful registration, log in to the SCORES portal and select the concerned intermediary. Enter the details of your grievance and provide all relevant information for investigation and resolution.
   c. **Submit Supporting Documents**
      Upload relevant supporting documents, if any, to help in the assessment and resolution of your complaint.
   d. **Track Complaint Status Online**
      Once the complaint is submitted, a reference number will be generated. Investors can use this reference number to track the progress and status of their complaint online.
   e. **Receive Updates and Resolution**
      The complaint will be examined by the concerned intermediary, and responses or updates will be available through the SCORES portal, ensuring transparent communication and grievance resolution.

ii. **Mandatory Details for Filing Complaints:**
   a. Name
   b. PAN
   c. Address
   d. Mobile Number
   e. Email ID

iii. **Benefits of SCORES:**
   a. Effective communication with the concerned intermediary and regulator.
   b. Speedy redressal of investor grievances.
   c. Online complaint registration and tracking facility.
   d. Centralized platform for lodging securities market-related complaints.
   e. Transparent complaint handling and status visibility.
   f. Easy access from anywhere without physical submission of documents.
   g. Escalation mechanism available when investors are dissatisfied with the intermediary's response.

9. Contact Details of Exchanges & Depositories

BSE: www.bseindia.com | NSE: www.nseindia.com | CDSL: www.cdslindia.com | NSDL: www.nsdl.com

10. Investor Rights

Right to fair treatment, timely acknowledgement, status updates, escalation of grievances, regulatory recourse and transparent communication.