

**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	<a href="mailto:clientservicing@360.one">clientservicing@360.one</a>	Mon to Fri 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	<a href="mailto:japhia@360.one">japhia@360.one</a>	Mon to Fri 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	<a href="mailto:dinesh.tanwar@360.one">dinesh.tanwar@360.one</a> <a href="mailto:brokingcompliance@360.one">brokingcompliance@360.one</a>	Mon to Fri 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	<a href="mailto:viral.shah@360.one">viral.shah@360.one</a>	Mon to Fri 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.gov.in/scores/Welcome.html> or Exchange and DP's.

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

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

NCDEX - [https://ncdex.com/investor\\_complaint](https://ncdex.com/investor_complaint)

BSE - <https://bsecregs.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, Kamla City, Senapati Bapat Marg, Lower Parel (West), Mumbai – 400 013

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