

# INVESTOR GREIVANCES ESCALATION MATRIX

## DBFS Securities Limited – Stock Broking

Details of	Contact Person	Address	Contact No. (Mon- Sat : 9:00AM to 5:30 PM)	Email Id
Customer care	Amrutha P G	DBFS Securities Limited, Kochi	0484 – 2566238	<a href="mailto:helpdesk@dbfsindia.com">helpdesk@dbfsindia.com</a>
Head of Customer care	Dijo Sebastian	DBFS Securities Limited, Kochi	0484 – 2566223	<a href="mailto:dijov@dbfsindia.com">dijov@dbfsindia.com</a>
Compliance Officer	Johnkutty James	DBFS Securities Limited, Kochi	0484 – 2566280	<a href="mailto:johnk@dbfsindia.com">johnk@dbfsindia.com</a>
CEO	Prince George	DBFS Securities Limited, Kochi	0484 – 2566285	<a href="mailto:prince@dbfsindia.com">prince@dbfsindia.com</a>

## DBFS Securities Limited – Depository Participant

Details of	Contact Person	Address	Contact No. (Mon- Sat : 9:00AM to 5:30 PM)	Email Id
Customer care	Amrutha P G	DBFS Securities Limited, Kochi	0484 – 2566238	<a href="mailto:helpdesk@dbfsindia.com">helpdesk@dbfsindia.com</a>
Head of Customer care	Kuruvila K	DBFS Securities Limited, Kochi	0484 – 2566231	<a href="mailto:kuruvillak@dbfsindia.com">kuruvillak@dbfsindia.com</a>
Compliance Officer	Saintson Mathew	DBFS Securities Limited, Kochi	0484 – 2566227	<a href="mailto:saintsonm@dbfsindia.com">saintsonm@dbfsindia.com</a>
CEO	Prince George	DBFS Securities Limited, Kochi	0484 – 2566285	<a href="mailto:prince@dbfsindia.com">prince@dbfsindia.com</a>

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI or Exchanges at;

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

### Register on SCORES portal

Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, Email ID

**Benefits:** Effective communication Speedy redressal of the grievances

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

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

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

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

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## For filing a complaint

Investors can lodge their complaints by sending a mail to [grievance@dbfsindia.com](mailto:grievance@dbfsindia.com). Once the mail is received, the customer will be receiving a reply mail against each of their complaint.

Then the company after evaluating each complaint it will be initially handed over to concerned department for their checking and proper valuation.

Each complaint will be properly addressed and will be followed up appropriately.

If the grievance is not redressed satisfactorily, the investor/client may in accordance with the SCORES guidelines, escalate the same through the SCORES Portal and if they are still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal - <https://smartodr.in/login>

## **DBFS Securities Limited – NPS**

Details of	Contact Person	Address	Contact No. (Mon- Sat : 9:00AM to 5:30 PM)	Email Id
Customer care	Mary Aleena	DBFS Securities Limited, Kochi	0484 – 2566237	<a href="mailto:helpdesk@dbfsindia.com">helpdesk@dbfsindia.com</a>
Head of Customer care	Seeja Jeffry	DBFS Securities Limited, Kochi	0484 – 2566231	<a href="mailto:compliance@dbfsindia.com">compliance@dbfsindia.com</a>
Compliance Officer	Johnkutty James	DBFS Securities Limited, Kochi	0484 – 2566227	<a href="mailto:johnk@dbfsindia.com">johnk@dbfsindia.com</a>

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with Grievance Redressal as per Regulation 31 of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 available at [www.pfrda.org.in](http://www.pfrda.org.in)

The details of the Ombudsman appointed are available on the PFRDA website –.

At present, Shri Narender Kumar Bhola has been appointed as the new Ombudsman in terms of the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015.

Details of the ombudsman are as under:

**Shri Narender Kumar Bhola**  
**Pension Fund Regulatory and Development Authority**  
**B-14/A, Chatrapati Shivaji Bhawan,**  
**Qutab Institutional Area, Katwaria Sarai, New Delhi- 110016**  
**Chhatrapati Shivaji Bhawan,**  
**Email Id: [ombudsman@pfrda.org.in](mailto:ombudsman@pfrda.org.in)**  
**Landline No.: 011 - 26517507 Extn : 188**