

**Procedure for filing a complaint:**

1. [grievance@ifmglobal.in](mailto:grievance@ifmglobal.in) this id is used to receive investors' complaints.
2. A client who wishes to lodge any complaint, can send email on aforesaid id or can personally visit to our office and submit a written complaint.
3. Complaint is registered in Complaints Register and a token number is issued to client.
4. Thorough investigation is made on the complaint and try to resolve the issue as early as possible.
5. After resolution, client is informed on the matter.
6. If client is not satisfied, he can lodge the complaint with SEBI through SCORES portal whose link is available at our website.