



# **IIFL Wealth**

# **Management Limited**

**(including Subsidiaries)**

## **Grievance Redressal Policy**

**Version 3.0**

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**Yearly Review**

**Owner Department:** Client Services

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**Objective:**

The objective of the Client Grievance Redressal Policy is to ensure that:

- ✓ All clients are treated fairly and without bias always.
- ✓ All issues raised by clients are dealt with courtesy and resolved promptly.
- ✓ Clients should be made aware of their rights so that they can opt for alternative remedies, if they are not fully satisfied with our response or resolution to their complaint.

**Principles:**

The guiding principles to our Grievance Redressal Policy are as follows:

- ✓ **Definition:** A grievance is a complaint or expression of dissatisfaction with any of the services provided by or promised by IIFL Wealth Management and its subsidiaries hereinafter called as IIFL Wealth. This is to be distinguished from a query (which is a question or request for information) or a service request (ex. sending of statements or data to tax consultants; change in client contact details) or a transaction request (purchase / redemption of investments; remittance of funds).
- ✓ **Transparency:** The client shall be provided with all information regarding the channels they can access to service their requirements and resolve their issues. In addition, the turn around time for issues to be redressed, including investigation and resolution, shall be communicated transparently and promptly.
- ✓ **Accessibility:** IIFL Wealth enables its clients to contact Client Services through our:
  - Centralized Service Desk at +91 22 4876 5858
  - Email at [clientservicing@iiflw.com](mailto:clientservicing@iiflw.com)
  - Write to us at:  
Client Services  
IIFL Wealth Management Ltd.  
2nd Floor, IIFL Centre  
Kamala Mills Compound  
Senapati Bapat Marg, Lower Parel  
Mumbai 400 013
  - Complaints at SCORES via our website (<https://www.iiflwealth.com/>)
  - Alternately, clients can also visit our branches and submit their grievances

- ✓ **Escalation:** In case a client is not satisfied with the resolution provided at Branch or through our Client Services, the complaint can be escalated as per the Escalation Matrix.

Levels of Escalation	Escalation Criterion	Email ID
Level 1	If client is not satisfied with the resolution provided	Japhia Walker, Head - Client Services <japhia@iiflw.com>
Level 2	If escalation is not acted upon within 48 Hours of receipt	Yatin Shah, Functional Head - Sales & Service <yatin@iiflw.com>
Level 3	If escalation is not acted upon within 72 Hours of receipt	Karan Bhagat & Yatin Shah

- ✓ **Client Education:** IIFL Wealth shall endeavour to make continuous efforts to educate its clients to enable them to make informed choices regarding the solutions offered by IIFL Wealth Management.
- ✓ **Review:** IIFL Wealth to set up forum to review its client grievances to enhance the quality of client servicing that is offered.

## Grievance Redressal Policy

Keeping inline with the above as guiding principles, the Grievance Redressal Policy of IIFL Wealth has been framed:

### I) Registration of Grievance

IIFL Wealth enables its clients to register grievances through multiple channels. The various channels available to clients for registering complaints are as follows:

- ✓ **Client Services:** Clients can contact Client Services over phone for redressal of their issues. The Centralized Service Desk number to lodge any complaints is +91 22 4876 5858 / +91 99205 85858
- ✓ **Email:** Clients can write to us with their grievances at [clientservicing@iiflw.com](mailto:clientservicing@iiflw.com)
- ✓ **Letter Complaint:** Client can also write his grievances on a letter and send the same to us at:  
 Client Services  
 IIFL Wealth Management Ltd.  
 2nd Floor, IIFL Centre  
 Kamala Mills Compound  
 Senapati Bapat Marg, Lower Parel  
 Mumbai 400 013

- ✓ **IIFL Wealth's website:** Clients can lodge their grievances via Sebi COmplaints REdress System (SCORES) available in Connect - Reach Us page of the IIFL Wealth website (<https://www.iiflwealth.com/>).
- ✓ **Branch:** Clients can speak to branch officials for resolution of their issues or they can register their grievances through the complaint form available at the branches. Branch locator option is available in our website in case the client wants to locate the address and phone numbers of the nearest branch of their locality.

## **II) Resolution of Grievance**

### **Response Time Frame:**

- ✓ An initial response must go to the client within 2 days of receiving a complaint.
- ✓ We will endeavour to close client complaint within fifteen working days, subject to external dependencies.
- ✓ If any grievance needs additional time, IIFL Wealth Client Services will inform the client and the regulators (if applicable) reasons for delay in resolution and provide an expected timeline for resolution of the issue.
- ✓ Any items which is not closed within 15 days will be escalated as per the escalation matrix

## **III) Escalation of Grievances:**

If a client is not satisfied with the resolution provided through various channels, the client has the option to escalate the issue to a higher level, as per the escalation matrix.

### **Escalation Matrix:**

- ✓ If the client is not satisfied with the resolution, the grievance can be escalated to Level 1 Escalation: Japhia Walker, Head – Client Services <japhia@iiflw.com>
- ✓ If the interaction is not acted upon in 48 hours of receipt, escalate to Level 2 Escalation: Yatin Shah <yatin@iiflw.com>
- ✓ If the interaction is not acted upon in 72 hours of receipt, escalate to Level 3 Escalation: Karan Bhagat & Yatin Shah

## **IV) Closure of Complaint**

A complaint shall be considered as closed when:

- ✓ The Company has addressed the grievance of the complainant fully
- ✓ Where the company has responded to the complainant in writing
- ✓ Where the complainant has not responded to the Company within 4 weeks of the Company's written response

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- ✓ Where the client comes back with the same matter after it has been closed, or with a related matter, a new grievance should be registered to enable proper tracking

### **Review Mechanism**

Forum to review client grievances and enhance the quality of client servicing offered. Forum to meet on a quarterly basis to discuss all complaints.

**Client Services Committee:** IIFL Wealth to constitute a corporate level Client Services Committee comprising of Head of Sales & Services, Risk, Legal & Compliance and Operations. The committee's objective will be on building and strengthening client service orientation in IIFL Wealth by initiating various measures and simplifying processes to improve client service levels.

The committee will hold quarterly review and ad hoc meetings when required to discuss service updates, ongoing projects specifically targeted towards improvement of client service and any appropriate actions arising from discussions that take place. The committee will carry out the following specific functions:

- ✓ Evaluate feedback on the quality of client servicing received from various quarters, especially any grievances received from clients
- ✓ Review comments / feedback from the Client Services
- ✓ Ensure that IIFL Wealth follows all regulatory instructions regarding client service and actionable
- ✓ Submit report on its performance to the Board / Management at quarterly intervals

### **Public Awareness on Grievance Redressal Policy**

Physical copy of IIFL Wealth Grievance Policy is made available in all Branch Offices. A copy of this policy is also available on IIFL Wealth website (<https://www.iiflwealth.com/>)

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