

## **Investors Complaints**

Despite our **Best** efforts, you may have complaints against us.

### **1.0 How to lodge complaint (Procedure)**

All complaints are to be submitted in writing. You can either email to our designated Email ID [Investserve@ojfin.com](mailto:Investserve@ojfin.com) or send letter. Complaints should contain facts in details and supporting documents.

On receipt of Complaint, we shall send acknowledgement (by e-mail) containing unique Ticket No. allotted to each complaint.

### **2.0 Concerned Persons**

Details of concerned persons (Name, Address, telephone No, Email id) for Resolving investor grievances are given in our Website under the caption Investor grievance Escalation Matrix

### **3.0 Status of Complaint**

Its our duty to solve the complaint immediately and keep you informed about the progress. You can also find out status of complaint on telephone or through letters-mails by quoting unique Ticket No of complaints.