

1. Detailed write up on procedure for filing a complaint Investor on different mode:

Step1. Investor/Client can file a complaint via three Mode:

- Investor/Client can file a complaint on website www.ifgl.info in investor grievances bar at any time.
- Investor/Client can also send a complaint to ifgl.investorgrievances@gmail.com at any time.
- Investor/Client can also file a complaint through our Telephone no. (011-40078012/13/15/57)

Note: For filing a complaint in any mode , the following personal information has to be mandatory submit by Investor/Client.

1. Name with client code
2. Email id
3. Phone number

Step2. For filing a complaint on website www.ifgl.info in the Investor Grievances menu bar, the ticket no. will be generate automatically after submit a button .The Investor or Client will receive Email within 24 hours that contains Ticket no. with assurity that their complaint will resolve within 7 working days.

Note:

Investor should provide complaint details in brief (upto 1000 characters).If there is any attachment in complaint. The attachment should be in PDF format and size is upto 2 MB.

Step3. Investor or Client can file a complaint for sending Email to designated Email id that is “ ifgl.investorgrievances@gmail.com ” . The Investor Grievance Dept. will receive the complaint and generate the ticket number and will send to Investor or Client email id.

Step 4. Investor or Client can also call us on Landline number (011-40078012/13/15/57) for filing a complaint. The Investor Grievance Dept. will receive a call of the complaint and generate the ticket number and will send to Investor email id.

Step5. The Investor or complainant can know the status of complaint through Landline no. (011-40078012/13/15/57) or through Email id ifgl.investorgrievances@gmail.com.

2. Detailed write-up on the procedure for finding out the status of the Complaint

The Landline helpline services will answer to queries on

- Lodging of Complaint related to Investor grievances
- Knowing a status of Complaint
- Other matter related to Complaint

The telephone service is available from all over India.

The telephone service is available on all days from Monday to Friday (Timing 9:00 AM to 6 PM).