

Procedure For Filing a Grievance

- Send an email to investors.cgmeq@citi.com to register a grievance.
- Acknowledgment will be sent to the investor/complainant, once the grievance is received and will state the Service ticket / Complaint reference number in it.
- In case of unresolved grievance, the investor/complainant may escalate as per the 'Escalation Matrix for Investor Grievance' as annexed.
- Please quote the Service ticket / Complaint reference number in any communication regarding the grievance.
- In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> , <https://bsehrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or on ODR portal <https://smartodr.in/login> . Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange(s) portal/ODR portal