

BUSINESS RESPONSIBILITY REPORT

The Directors of JM Financial Limited ('the Company') are presenting the Business Responsibility Report for the financial year ended March 31, 2017 in accordance with Regulation 34 (2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

JM Financial Limited and its Group's policy framework comprising the Employee Code of Conduct, CSR Policy, Whistle Blower Policy, Fair Practice Code, etc. are designed to enable the Group to comply with the statutory and regulatory requirements and ensure that its operations are conducted in an ethical, transparent and accountable manner. The disclosures presented in this report cover the entire operations of JM Financial Group.

Section A: General Information about the Company

1	Corporate Identity Number of the Company	L67180MH1986PLC038784
2	Name of the Company	JM Financial Limited
3	Registered Office	7th Floor, Cnergy, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400025
4	Website	www.jmfl.com
5	E-mail id	shareholdergrievance@jmfl.com
6	Financial Year reported	2016-17
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	JM Financial Limited - Core Investment Company Code: 64200 (Activities of holding Company)
8	List three key products/services that the Company manufactures/provides (as in balance sheet) –	JM Financial Limited ("the Company") is a Core Investment Company (CIC) registered with the Reserve Bank of India. The subsidiaries and associates (Group Entities) of the Company are engaged in the operating businesses. As a CIC, the Company has to deploy a minimum of 90% of its net assets as investments in/lending to its Group Entities. The core business area of the Group is financial services divided in four reportable segments viz., investment banking and securities business comprising investment banking, institutional and non-institutional equity sales, trading, research, broking and distribution, private and corporate wealth management, commodity broking, portfolio management, depository participant; fund based activities comprising non-banking financial activities (NBFC), asset reconstruction, etc.; alternative asset management comprising private equity and real estate fund management and asset management comprising mutual fund management business.
9	Total number of locations where business activity is undertaken by the Company	Number of National Locations: As on March 31, 2017, the Company's subsidiaries viz., JM Financial Services Limited, JM Financial Products Limited, JM Financial Credit Solutions Limited, JM Financial Asset Reconstruction Company Limited, JM Financial Asset Management Limited and JM Financial Institutional Securities Limited has a network of 63 branches and presence in 25 locations across India. Number of International Locations: The step down subsidiaries of the Company has presence in Mauritius, Singapore and United States of America.
10	Markets served by the Company (Local/State/ National/International)	The Company's subsidiaries serve the customers in India and international locations.

Section B: Financial Details of the Company

1	Paid up Capital (INR)	₹ 79.45 Crore (As on March 31, 2017)
2	Total Turnover (INR)	Standalone: ₹ 162.95 Crore Consolidated: ₹ 2,359.26 Crore
3	Total profit after taxes (INR)	Standalone: ₹ 106.72 Crore Consolidated: ₹ 470.20 Crore
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	The Company has spent ₹ 0.22 Crore towards CSR activities, being 2% of the average net profits of the Company for the preceding three financial years calculated in accordance with the provisions of Section 198 of the Companies Act, 2013. An amount of ₹ 11.41 Crore (including ₹ 0.22 crore as mentioned above) towards CSR activities for FY 2016-17 was contributed to JM Financial Foundation by JM Financial Group companies on consolidated basis. JM Financial Foundation will release the funds towards various projects on the instructions of respective companies over a period of time.

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5	List of activities which expenditure in 4 above has been incurred.	<p>List of activities/projects for which contribution is made to JM Financial Foundation by the Company and its relevant subsidiary/associate companies are given below:</p> <p>a) Integrated village development for inclusive growth in Sikandra Block, Jamui District, in the State of Bihar;</p> <p>b) Integrated village Development for inclusive growth in Aadpur village, Taluka – Palitana, District Bhavnagar, in the State of Gujarat and/or on any other clusters of villages in the State of Gujarat;</p> <p>c) Building capacity through infrastructure support to a lower income group school in Ujjain in the State of Madhya Pradesh.</p> <p>d) Mobile Health Services to improve Health and Nutritional profile in Dumri and Pirtand Block of Giridih district in the State of Jharkhand.</p> <p>e) Integrated Rural Transformation project in pre-dominantly backward regions of State of Jharkhand;</p> <p>f) CSR project as identified and approved by the CSR Committee in the State of Maharashtra.</p>
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Section C: Other Details

1	Does the Company have any Subsidiary Company/ Companies?	Yes; the Company has subsidiaries.
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	The subsidiary companies participate in the Business Responsibility initiatives. No. of subsidiaries: 16
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No.

Section D: BR INFORMATION

1. Details of Director / Directors responsible for Business Responsibility

a.	Details of the Director responsible for implementation of the business responsibility policy	DIN: 00009079 Name: Mr. Vishal Kampani Designation: Managing Director
b.	Details of the Business Responsibility head	Name: Ms. Dipti Neelakantan DIN: Not Applicable since she is not a Director on the Board of the Company. Designation: Group Chief Operating Officer Telephone Number: 022 6630 3030 e-mail id: dipti.neelakantan@jmfl.com

2. Principle-wise (as per NVGs) BR Policy/policies

The National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are briefly described as under:

P1 -	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
P2 -	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
P3 -	Businesses should promote the well-being of all employees.
P4 -	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
P5 -	Businesses should respect and promote human rights.
P6 -	Businesses should respect, protect and make efforts to restore the environment.
P7 -	Businesses when engaged in influencing public and regulatory policy should do so in a responsible manner.
P8 -	Businesses should support inclusive growth and equitable development.
P9 -	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

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The principle wise responses are given below:

Sr. No.	Questions	Business Ethics	Product/ Service Responsibility	Well-being of Employees	Responsibility towards Stakeholders	Human Rights	Environmental Responsibility	Policy Advocacy	Inclusive Growth	Customer Engagement
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for.	Y	N (Refer Note 1)	Y	Y	Y	N (Refer Note 2)	N (Refer Note 3)	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y	-	Y	Y	Y	-	-	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Y*	-	Y*	Y*	Y*	-	-	Y*	Y*
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	-	Y	Y	Y	-	-	Y	Y
5.	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	-	Y	Y	Y	-	-	Y	Y
6.	Indicate the link for the policy to be viewed online?	(Refer table 1 below)	-	#	(Refer table 1 below)	#	-	-	(Refer table 1 below)	#
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y#	-	Y#	Y#	Y#	-	-	Y#	Y#
8.	Does the company have in-house structure to implement the policy/ policies	Y	-	Y	Y	Y	-	-	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	-	Y	Y	Y	-	-	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency? (Refer Note 4)	Y	-	Y	Y	Y	-	-	Y	Y

Y = Yes N = No

* All policies have been formulated in accordance with the applicable laws and regulations and after considering the best practices adopted by the industry.

These policies of the Group are internal documents and are not accessible to the public.

Notes:

- The core business area of JM Financial Group is to provide financial services and hence this principle has limited applicability. JM Financial Group, however, complies with all applicable regulations in respect of its operations.

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2. The questions relating to Principle 6 are not substantially relevant to the JM Financial Group given that the Group operates in financial services sector. JM Financial Group complies with applicable environmental regulations in respect of its office premises. JM Financial Group has also taken initiatives to reduce energy consumption in its offices and contribute towards environment conservation.
3. JM Financial Group entities are the members of various industry associations, through which they provide various suggestions with respect to the development and advancement of financial services industry.
4. All policies and processes are subject to internal audits and internal reviews from time to time.

Table 1

Name of the Policy	Web link
Code of Conduct for Board Members & Senior Management	https://www.nseprimeir.com/z_JMFINANCIL/files/Code_of_Conduct_Directors_Senior_Management_Personnel.pdf
Whistle Blower Policy	https://www.nseprimeir.com/z_JMFINANCIL/files/Whistle_Blower_Policy.pdf
Corporate Social Responsibility Policy	https://www.nseprimeir.com/z_JMFINANCIL/files/CSR_Policy.pdf
Code of Practices & Procedures for Fair Disclosure of Unpublished Price Sensitive Information	https://www.nseprimeir.com/z_JMFINANCIL/files/Code_of_Practices_and_Procedures_for_Fair_Disclosure_of_Upsi.pdf

3. Governance related to BR

- (a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months. Annually, More than 1 year.

It will be done annually.

- (b) Does the Company publish a BR or sustainability Report? What is hyperlink for viewing this report? How frequently it is published?

The Company has so far not published any BR or sustainability report. The first BR report is available on the website of the Company viz., www.jmfl.com.

The Company has a Code of Conduct that is specifically designed for all the Board Members and Senior Management. The said Code is approved by the Board of Directors of the Company and is available on the Company's website: viz., www.jmfl.com.

Additionally, JM Financial has formulated the Code of Conduct, which is applicable to all the entities in the Group including its employees and working directors. JM Financial Group as a part of this Code has also framed policies which deal with (i) Ethics at work place; and (ii) restraining giving and receiving of gifts and other benefits in the course of business relationship, etc. Though the JM Financial Group's policies currently do not apply to external stakeholders including suppliers, contractors, NGOs etc., the Group insists on adherence to ethical business practices by such agencies during their dealings with the Group.

Section E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs/Others?

JM Financial Group considers Corporate Governance as an integral part of good management and is committed to acting professionally, fairly and with integrity in all its dealings.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?

The Company had received a total of 12 complaints from the shareholders during the financial year 2016-17. All of the said complaints have been satisfactorily resolved.

With respect to the employees, the Group has a mechanism as provided under the Whistle Blower mechanism whereby employees can raise their concerns. During the year the Group did not receive any complaints from the employees.

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Additionally, on an ongoing basis the various businesses of the Group receive complaints/grievances from its customers which are satisfactorily dealt by the respective business teams.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

JM Financial Limited ("the Company") is a Core Investment Company (CIC) registered with Reserve Bank of India and its subsidiaries and associate (Group Entities) are engaged in the operating businesses. The core business area of the Group is financial services divided in four reportable segments viz., **investment banking and securities business** comprising investment banking, institutional and non-institutional equity sales, trading, research, broking and distribution, private and corporate wealth management, commodity broking, portfolio management, depository participant; **fund based activities** comprising non-banking financial activities (NBFC) and asset reconstruction; **alternative asset management** comprising private equity and real estate fund management and asset management comprising mutual fund management business. Given the nature of business of the JM Financial Group, it does not have any goods and raw material utilisation as part of its products and services.

The following activities undertaken by us outline our approach towards social concern or opportunities.

Investment in Housing Finance Company: Coupled with Government's recent focus on Pradhan Mantri Awas Yojana a new entity viz., JM Financial Home Loans Limited has been incorporated with the objective to undertake the business of providing housing loans with a focus on affordable segment.

Investment in fintech companies: 40 percent of the population is currently not connected to banks and 87 percent of payments are made in cash. The disruptive potential of fintech firms can provoke the much needed modernization of the traditional sector, reducing costs in the process and increasing the size of the banking population. As a leading financial services group, JM Financial Group has made investment in fintech companies to adopt tech-driven processes.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

Since, JM Financial is an integrated financial services group, the questions mentioned below are not applicable to it.

(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

Not Applicable

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Not Applicable

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

Not Applicable

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Not Applicable

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Considering the nature of business of JM Financial Group, this question is not applicable to it. However, JM Financial Group has procedures to dispose of e-waste in accordance with the applicable law.

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the total number of employees

The Group has 1,311 employees.

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2. Please indicate the total number of employees hired on temporary/contractual/casual basis.

The Group has hired 497 employees on temporary/contractual/casual basis.

3. Please indicate the number of permanent women employees.

The Group has 295 permanent women employees.

4. Please indicate the number of permanent employees with disabilities.

The Company has one permanent employee having disability.

5. Do you have an employee association that is recognized by management?

No; the Group does not have any employee association.

6. What percentage of your permanent employees is member of this recognized employee association?

Not applicable since none

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

JM Financial Group does not engage child labour/forced labour/involuntary labour and does not adopt discriminatory employment practices.

Sr. no.	Category	No. of complaints filed during the financial year 2016-17	No. of complaints pending as on March 31, 2017
1	Child labour / forced labour / involuntary labour	None since we do not employ any child labour.	
2	Sexual Harassment		None
3	Discriminatory employment		None

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

(a) Permanent Employees	Employee health and safety is of prime importance at JM Financial. We conduct robust and periodic training on fire safety and evacuation related training for floor marshals and employees across offices and branches. Periodic fire evacuation drills were conducted at the office locations as well as branches, to sensitise employees about fire safety norms and regulations. We have tie-ups with vendors to educate and demonstrate use of fire-fighting equipment to our staff.
(b) Permanent Women Employees	We also conduct safety training for women employees where they are trained on situation reaction and self-defence and briefed on legal provisions relevant to their safety.
(c) Casual/Temporary/Contractual Employees	We focus on skilling employees with the requisite knowledge and skill. We conduct various programmes, designed to meet the changing skill requirements of our employees. These training programmes include orientation sessions for new employees, programmes conducted by various skill-enhancing, role specific functional academies, leadership mentoring programmes and other management development programmes for mid-level and senior executives. We organise various sessions in-house on a regular basis and also sponsor our employees to attend training sessions organised by external professional bodies to facilitate skill upgradation, of employees handling relevant functions.
(d) Employees with Disabilities	

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders?

Yes, the Group has mapped its internal and external stakeholders and carries out engagements with investors, employees, clients, business partners and other social organisations etc. The internal stakeholders like employees of the Group are identified through surveys and regular

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engagements. The external stakeholders are mapped through defined activities such as press releases, analysts/investor meet, client events, participation in the events organised by various associations, etc.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders?

The Group has identified the disadvantaged, vulnerable and marginalised stakeholders through need assessment and engagement with such marginalised communities under its Corporate Social Responsibility activities.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, marginalised stakeholders?

Community development is integral to the sustainability strategy of the Group. It is the endeavour of the Group to make a difference in the life of marginalised communities, thus contributing to social wellbeing. JM Financial Foundation and Kampani Charitable Trust, the two philanthropic arms of JM Financial Group in partnership with several NGOs work in diminishing various challenges in the realms of education, health and disaster relief.

The initiatives undertaken for disadvantaged, vulnerable and marginalised stakeholders are elaborated in Principle 8.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group / Joint Ventures/ Suppliers/Contractors/NGOs/Others?

The Group does not have any specific policy on human rights. The firm adheres to all statutes which embodies the principles of human rights such as prevention of child labour, prevention of sexual harassment, equal employment opportunities etc. The Group is committed to a work environment in which all individuals are treated with respect and dignity.

2. How many stakeholder complaints have been received in the past financial and what percent was satisfactorily resolved by the Management?

The Company has not received any stakeholder complaints on human rights issues during the year.

Principle 6: Businesses should respect, protect, and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

The Policy relating to Principle 6 is well laid down in the Corporate Social Responsibility Policy and various other practices of the JM Financial Group.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

Yes. JM Financial Group strives towards imbuing green sustainable products, processes, policies and practices. We promote cost efficient environment-friendly measures and build awareness and consciousness of our environment among employees. Our offices have been designed such that they are equipped with energy efficient air conditioners, LED lights and other energy conservation measures. We have taken measures to install energy efficient equipment in our offices to reduce the consumption of electricity. To reduce paper consumption, we emphasise the use of alternate communication channels such as email and usage of company developed mobile applications.

3. Does the company identify and assess potential environmental risks? Y/N

Since JM Financial Group is engaged in offering financial services, the above mentioned question is not applicable to it.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Since JM Financial Group is engaged in offering financial services, the above mentioned question is not applicable to it.

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- 5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

The Group promotes ecological sustainability and green initiatives by use of energy efficient resources.

The Company, in support to MCAs 'Green Initiative', send its various notices and documents, including Annual Report, to its shareholders through electronic mode to their registered e-mail addresses. The Company's Annual Report 2015-16 was sent via email to more than 23,000 shareholders thus saving tons of paper and as a measure of protecting the environment saving many trees.

We have also requested shareholders to register their e-mail IDs to get Annual Reports and other communications through email instead of paper mode.

Further, the Group has also initiated conducting the Board meetings and other Committee meetings through e-Board meeting solution, wherein the agenda papers are circulated through electronic means instead physical circulation. This action of the Group will contribute towards saving environment by reduction in usage of paper for Board and Committee meetings.

The Group has adopted the practice of installing its machines on energy efficient servers, thereby causing reduction in carbon footprint of the Group.

- 6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

JM Financial Group complies with applicable environmental regulation in respect of its premises.

- 7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

During the year, no show cause or legal notices are received by JM Financial Group from CPCB/SPCB.

Principle 7: Businesses, when engaged in influencing people and regulatory policy, should do so in a responsible manner

- 1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

JM Financial Group is a member of various industry bodies and trade associations such as Confederation of Indian Industry, Federation of Indian Chambers of Commerce and Industry, Indian Merchant Chambers, Bombay Chambers of Commerce and Industry, Association of Investment Bankers of India, Association of Mutual Funds of India, Association of ARCs in India, Indian Banks Association, etc. Our participation with various associations helps us understand the industry wide issues and thus help contribute in developing policies that are beneficial to the stakeholders. Senior management of Group are members of various committees constituted by regulators and industry bodies.

- 2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

We support and participate in various discussions and initiatives taken by the government, regulators and the above associations for development or advancement of financial services industry.

Principle 8: Businesses should support inclusive growth and equitable development

- 1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

The CSR Policy of the Group articulates to positively contribute towards economic, environmental and social well-being of communities through its Corporate Social Responsibility activities. The CSR activities are undertaken by the two philanthropic arms viz., JM Financial Foundation and Kampani Charitable Trust.

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We have committed undertaking long term interventions in the area of integrated rural development in form of irrigation enhancement, health and nutrition and women empowerment through Self Help Groups. As part of our social responsibility projects we have initiated a process of understanding the community needs and implement a rural transformation project in the most backward regions. The geographies we will be undertaking projects are in rural Bihar, Jharkhand, Maharashtra, Madhya Pradesh and Gujarat. Our specific projects will be through partnerships as field action projects in Sikandra Block of Jamui district in Bihar, Giridih districts of Jharkhand, Bhavnagar district of Gujarat and Ujjain district of Madhya Pradesh.

Our integrated development projects in these regions will impact over 20,000 rural Households, over 100 villages across five states and six districts.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The above mentioned projects / programmes viz., CSR activities of JM Financial Group are undertaken through JM Financial Foundation and Kampani Charitable Trust, the two philanthropic arms of the Group. The Group collaborates with NGOs, social community and government organisations to leverage synergies in delivering the identified community development initiatives. The employees of the Group also participate in the implementation of the Group's CSR projects.

3. Have you done any impact assessment of your initiative?

The programmes/projects identified by the Group above are long term in nature and therefore evaluation and monitoring are imperative to achieving the desired goals. The projects even before its inception are based on baseline assessment and community needs analysis. Periodic milestones and outcomes of the projects will be tracked with partner organization for efficient and result oriented contribution.

The nature of our CSR projects are to deal with behaviour changes with social mobilization, thereby bringing inclusive growth in most vulnerable communities. Considering such

changes take time, we would undertake internal and external impact assessment at a pre-determined juncture of the project and ensure objective reflections and rectifications for better deliverables on social investments.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

JM Financial Group has spent an amount of ₹ 11.41 Crore for the financial year 2016-17 towards corporate social responsibility related activities.

The Company has spent an amount of ₹ 0.22 Crore for the financial year 2016-17 towards corporate social responsibility related activities.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

An integral component of all our CSR projects is community ownership. The projects are initiated, planned and implemented with an exit strategy and sustainability approach. The community need assessment is undertaken and the projects are based on the capacity building of the communities to learn by doing and being independent in long run.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

There are no customer complaints/consumer cases pending against the Company as on March 31, 2017.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)

Since JM Financial Group is engaged in offering financial services, the above question is not applicable to it. However, all necessary disclosure requirements relating to the services offered by the Group are complied with.

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3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

No cases have been filed by any stakeholders against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

The Company has not carried out any formal consumer survey to map consumer satisfaction. However, the Group always put the interest of clients before its own interest. The Group understands its client needs, seek new opportunities for them, address them and deliver unique solutions as per their expectations. The Group promotes its products in ways that do not mislead the clients.