

# unstoppable

An abstract black and white graphic featuring a dense, chaotic cluster of thin, curved lines that radiate outwards from a central point. The lines vary in length and curvature, creating a sense of dynamic movement and energy. The background is white, and the lines are solid black.

Report Junction

**Unstoppable.** There's no looking back. There's no hesitation. Our steps are sure and confident as we walk down a slightly altered path to our destiny. Change after all is a fellow-traveller, and in our case it has only made our journey more rewarding, directing us onto paths we could not have discovered so easily on our own. The result is an IL&FS Investsmart that is well on its way to reinventing itself as a multifaceted financial powerhouse, determined to write a never-before financial future for the nation.

Unstoppable is a lot more than a word on our annual report cover. It's who we are. It's why we are. It's what we want to be. It's a word that speaks eloquently to us and along with others like Value, Strength and Service, defines us and sets us apart.



# Value

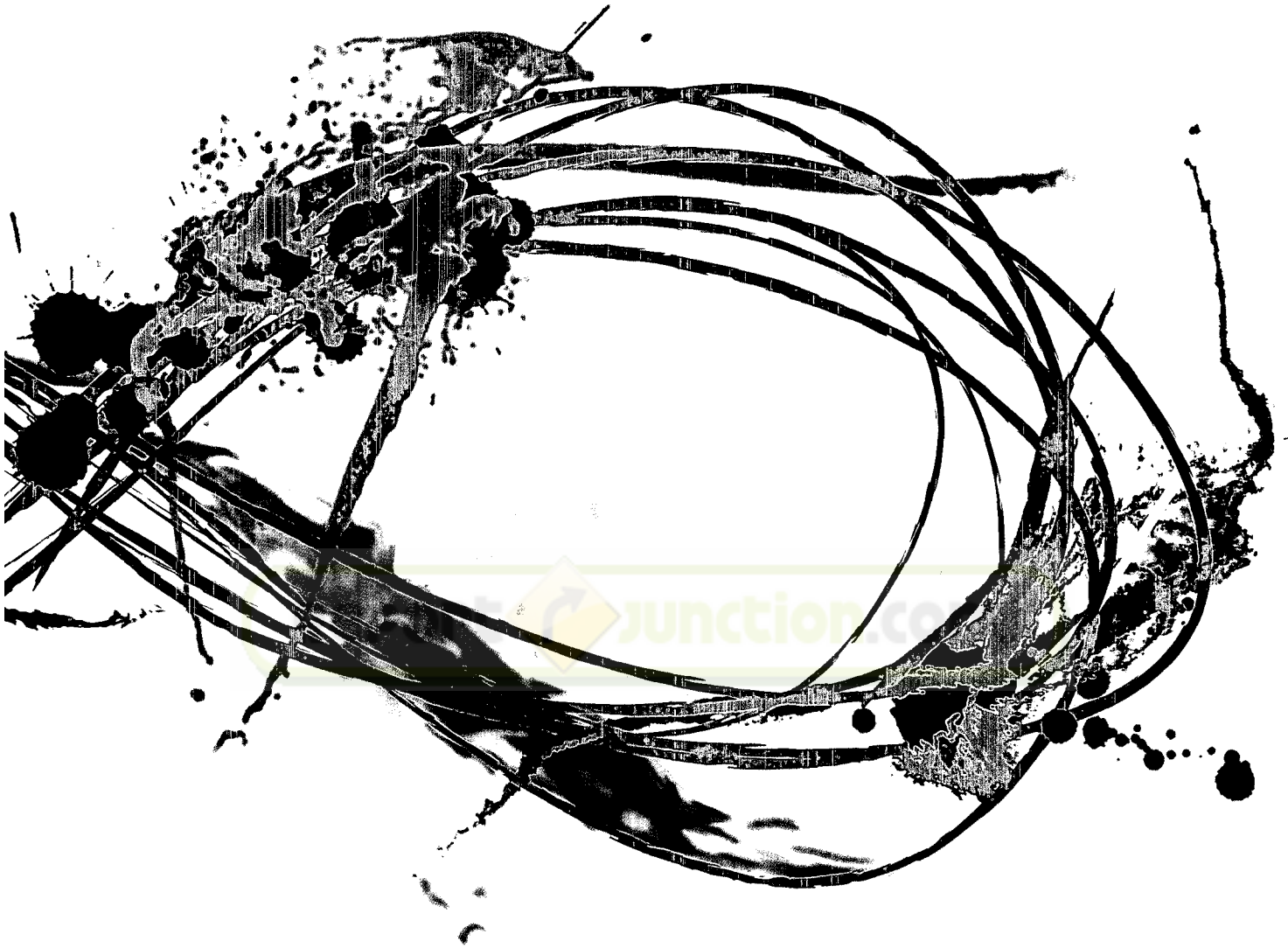
Delivering value through each and every product/service of ours is not a destination, but a continuous journey. As a part of our constant endeavour to deliver more value to our customers, we have introduced new products like NRI Services and Global Trading, in addition to our current offerings. With this, we aim to provide end to end investment solutions to NRIs; from PAN card services to portfolio management services and much more.

Global Trading will open up new avenues for an Indian investor to diversify his portfolio and add the world's best stocks to his investment kitty by giving him access to the US markets. Now, any investor from India will have international stocks on his portfolio and at his fingertips.









# Strength

Strength, to us, is both intangible and infinite. The reason *why* we continue growing from strength to strength, facilitating an ever-expanding reach. Over the years, our network has grown to over 300 offices, spread across more than 130 cities. This helps us provide the best of our services and increase our customer base, which in turn drives growth for our stakeholders.

To add might to our presence, we have already initiated the launch of several sales offices across the country.



Service



When it comes to making our customers happy, how can our efforts be anything but continuous? For their ease and comfort, at every level, we have upgraded our helpline services, making us more accessible to our customers.

Our research and advisory team works relentlessly to come up with innovations, which help customers, benefit from our advisory capabilities. These efforts make certain that our customers are kept well informed about the various investment opportunities.

Our customer relationship team is constantly working to ensure that the customer needs are fulfilled. Our branch helpdesk makes sure that all of our branches are in accord and provide premium quality services to our clients. Our process excellence team reviews all the processes and updates them on a regular basis. And our customer relationship team addresses all grievances of our customers, providing them with prompt solutions. All of which only goes to prove that we aim a lot higher than customer satisfaction...





IL&FS Investsmart is proud to receive the  
**Best Performing National  
 Financial Advisor Award - Retail**  
 Two years in a row!

We hope to continue  
 with this tradition for years to come



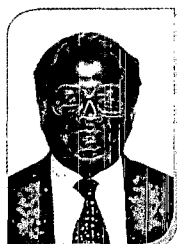
Profit From It.

Winner of CNBC TV-18  
 Financial Advisory Awards 2006-07 & 2007-08

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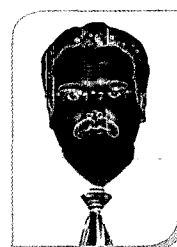
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