

Annexure A

Escalation Matrix:

Details of Designation	Contact Person Name	Address	Contact No	Email Id	Working Hours when complainant can call
Customer Care	Mr. Sonu Kumar	A-15, Sector-64, Noida, Uttar Pradesh-201301	0120-6483041	support@shareindia.com	10:00 AM to 06:00 PM
Head of Customer Care	Ms. Swati Sharma	A-15, Sector-64, Noida, Uttar Pradesh-201301	0120-6483044	swatisharma@shareindia.co.in	10:00 AM to 06:00 PM
Compliance Officer	Mr. Vikas Aggarwal	A-15, Sector-64, Noida, Uttar Pradesh-201301	9990671542	compliancescalation@shareindia.com	10:00 AM to 06:00 PM
Principal Officer (Research Analyst)	Ms. Beena Sadhwani	A-15, Sector-64, Noida, Uttar Pradesh-201301	0120-6943926	beena.sadhwani@shareindia.com	10:00 AM to 06:00 PM
CEO	Mr. Sachin Gupta	A-15, Sector-64, Noida, Uttar Pradesh-201301	7428214655	ceoescalation@shareindia.com	10:00 AM to 06:00 PM

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.sebi.gov.in>
- Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>
- <https://bseclrs.bseindia.com/ecomplaint/frnInvestorHome.aspx>
- <https://www.mcxindia.com/Investor-Services>
- https://ncdex.com/investor_complaint

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.