

## Annexure A

### Escalation Matrix:

| Details of            | Contact Person     | Address                                                                                                        | Contact No.   | Email Id                  | Working hours               |
|-----------------------|--------------------|----------------------------------------------------------------------------------------------------------------|---------------|---------------------------|-----------------------------|
| Customer care         | Mr.Krishna Joshi   | 1003, Ruby Cresent<br>Business Boulevard,<br>Above Axis Bank, Ashok<br>Nagar, Kandivali East.<br>Mumbai-400101 | 9328581717    | dp@investeria.in          | Mon-Sat; 9:00 am to 6:00 pm |
| Head of Customer care | Mr.Keval Unadkat   | 1003, Ruby Cresent<br>Business Boulevard,<br>Above Axis Bank, Ashok<br>Nagar, Kandivali East.<br>Mumbai-400101 | 9723423310    | bo@investeria.in          | Mon-Sat; 9:00 am to 6:00 pm |
| Compliance Officer    | Mr. Sanjay V Kotak | 1003, Ruby Cresent<br>Business Boulevard,<br>Above Axis Bank, Ashok<br>Nagar, Kandivali East.<br>Mumbai-400101 | 7949199817    | compliance@investeria.in  | Mon-Sat; 9:00 am to 6:00 pm |
| CEO                   | Mr. Jitesh N Shah  | 1003, Ruby Cresent<br>Business Boulevard,<br>Above Axis Bank, Ashok<br>Nagar, Kandivali East.<br>Mumbai-400101 | 022-352207658 | jitesh.shah@investeria.in | Mon-Sat; 9:00 am to 6:00 pm |

**Our office working hours for any escalation level e.g., Mon-Fri: 9:00 AM to 6:00 PM**

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with **SEBI** at <https://scores.gov.in/scores/Welcome.html> or Exchange at

**BSE:** <https://bsechs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

**NSE:** <https://investorhelpline.nseindia.com/NICEPLUS/>

**MCX:** <https://www.mcxindia.com/Investor-Services>

**CDSL:** <https://www.cdslindia.com/Footer/grievances.aspx>