

## Escalation Matrix – Sharekhan Ltd – Broking services

Escalation Level	Details of	Contact Person	Address	Direct Contact No.	Email id	Operational /Working Hours
Level 1	Customer Care	Customer Service	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10 <sup>th</sup> floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-41523200 /022-41683500/ 022-61151111/022-33054600	<a href="mailto:myaccount@sharekhan.com">myaccount@sharekhan.com</a>	Monday to Friday 08:30 am to 05:00 pm
Level 2	Head of Customer Care	Supriya Shetty	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10 <sup>th</sup> floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939545	<a href="mailto:escalations@sharekhan.com">escalations@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 pm
Level 3	Compliance Officer	Binkle R Oza	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10 <sup>th</sup> floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022- 61169602	<a href="mailto:complianceofficer@sharekhan.com">complianceofficer@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 pm
Level 4	Chief Executive Officer (CEO)	Jaideep Arora	The Ruby, 18 <sup>th</sup> Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939539	<a href="mailto:ceo@sharekhan.com">ceo@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 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 Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bseclrs.bseindia.com/ecomplaint/frmInvestorHome.aspx> or <https://www.mcxindia.com/Investor-Services> or Online Dispute Resolution (ODR) portal <https://smartodr.in/login>

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

## Escalation Matrix – Sharekhan Ltd – Depository Participant Services

Escalation Level	Details of	Contact Person	Address	Direct Contact No.	Email id	Operational Working Hours
Level 1	Customer Care	Customer Service	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10 <sup>th</sup> floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-41523200 /022-41683500/ 022-61151111/022-33054600	<a href="mailto:dpcall@sharekhan.com">dpcall@sharekhan.com</a>	Monday to Friday 08:30 am to 05:00 Pm
Level 2	Head of Customer Care	Supriya Shetty	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10 <sup>th</sup> floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939545	<a href="mailto:escalations@sharekhan.com">escalations@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 Pm
Level 3	Compliance Officer	Binkle R Oza	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10 <sup>th</sup> floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022- 61169602	<a href="mailto:complianceofficer@sharekhan.com">complianceofficer@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 Pm
Level 4	Chief Executive Officer (CEO)	Jaideep Arora	The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939539	<a href="mailto:ceo@sharekhan.com">ceo@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 Pm

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