

Escalation Matrix – Mirae Sharekhan – 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, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	022-41523200 /022-41683500/	myaccount@sharekhan.com	Monday to Friday 08:30 to 17:30 hrs
Level 2	Escalation	Purnima Rao	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939545	escalations@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Level 3	Head of Customer Care	Supriya Shetty	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939545	escalations@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Level 4	Compliance Officer	Joby John Meledan	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	022- 62263303	complianceofficer@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Level 5	Chief Executive Officer (CEO)	Jisang Yoo	The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939539	ceo@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI Scores 2.0 at <https://scores.sebi.gov.in/> or Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bseers.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 – Mirae Asset Sharekhan – 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, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	022-41523200 /022-41683500/	myaccount@sharekhan.com	Monday to Friday 08:30 to 17:30 hrs
Level 2	Escalation	Purnima Rao	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939545	escalations@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Level 3	Head of Customer Care	Supriya Shetty	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939545	escalations@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Level 4	Compliance Officer	Joby Meledan	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	022- 62263303	complianceofficer@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Level 5	Chief Executive Officer (CEO)	Jisang Yoo	The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939539	ceo@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI SCORES 2.0 at <https://scores.sebi.gov.in/> or Depositories at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>, <https://www.cdslindia.com/Footer/grievances.aspx> or Online Dispute Resolution (ODR) portal - <https://smartodr.in/login>

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Escalation Matrix – Mirae Asset Sharekhan – Research Analysts (RAs)

Details of Designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Customer Service	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	022-41523200 / 022-41683500/	myaccount@sharekhan.com	Monday to Friday 08:30 to 17:30 hrs
Escalation	Purnima Rao	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939545	escalations@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Head of Customer Care	Supriya Shetty	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939545	escalations@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
Compliance Officer	Joby John Meledan	Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8097147665 / 022- 62263303	complianceofficer@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
CEO	Jisang Yoo	The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai 400 028, Maharashtra	8655939539 / 022-67502000	ceo@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs

Principal Officer	Joby John Meledan	Gigaplex IT Park, Unit No 1001, 10 th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022 - 62263303	binkle.oza@sharekhan.com	Monday to Friday 10:00 to 17:30 hrs
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Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange/ODR portal.