

INVESTOR GRIEVANCE ESCALATION MATRIX

| Details of | Contact Person | Address | Contact No. & Working Hrs. | Email Id |
|------------------------------|-------------------------|---|--|--|
| Client Servicing | Mr. Sumeet Upadhyay | Voltas House, A" block Shed, Ground and Mezzanine floors, T.B Kadam Marg, Chinchpokli, Mumbai – 400033. | 022-68545555 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, xcept on trading holidays) | Trading Related: helpdesk@sbicapsec.com Demat Related: dp.grievance@sbicapsec.com |
| Head of Client Servicing | Ms. Ujjwala S Khatkhate | Voltas House, A" block Shed, Ground and Mezzanine floors, T.B Kadam Marg, Chinchpokli, Mumbai – 400033. | 022-68545545 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays) | complaints@sbicapsec.com |
| Compliance Officer | Mr. Srijith Menon | Marathon Futurex, Block B, Unit 1201, N M Joshi Marg, Lower Parel (East), Mumbai 400013. | 022-68545580 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays) | compliance@sbicapsec.com |
| Chief Business Officer (CBO) | Mr. Suresh Shukla | Marathon Futurex, Block B, Unit 1201, N M Joshi Marg, Lower Parel (East), Mumbai 400013. | 022-68545583 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays) | cbo@sbicapsec.com |
| MD & CEO | Mr. Deepak Kumar Lalla | Marathon Futurex, Block B, Unit 1201, N M Joshi Marg, Lower Parel (East), Mumbai 400013. | 022-68545581 8.45am to 5.30pm (Mon - Fri) 10.00 am to 4.00 pm (Saturday, except on trading holidays) | escalations@sbicapsec.com |

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI, NSE, BSE & CDSL on below mentioned links:

| Regulators | Link to Lodge a Complaint |
|-------------------------------------|---|
| SEBI | https://www.scores.gov.in/scores/Welcome.html |
| NSE | https://investorhelpline.nseindia.com/NICEPLUS/ |
| BSE | https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx |
| CDSL | https://www.cdslindia.com/Footer/grievances.aspx |
| Online Resolution of Disputes (ODR) | https://smartodr.in/intermediary/login |

Note:- Please quote your service Ticket/Complaint Ref. No. while raising your complaint at SEBI SCORES/Exchange and Depository Portal.

Key Managerial Personnel & Compliance Officer Details

| Sr. No. | Name of the Individual | Designation | Mobile Number | Email |
|---------|------------------------|---|---------------|--|
| 1 | Deepak Kumar Lalla | Managing Director & CEO | 022-68545581 | escalations@sbicapsec.com |
| 2 | Sushant Kumar Das | Whole-Time Director & Chief Financial Officer | 022-68545582 | escalations@sbicapsec.com |
| 3 | Dhanashri Kenkre | Company Secretary | 022-68545584 | cs@sbicapsec.com |
| 4 | Mr. Srijith Menon | Compliance officer | 022-68545580 | compliance@sbicapsec.com |