

## Annexure A

### Escalation Matrix

Details of	Contact Person	Address	Contact No.	E-mail Id
Client Servicing	Vidya Pujari	Thane RO	022-71991464	<a href="mailto:pujarivs@svcbank.com">pujarivs@svcbank.com</a>
	Vittaldas Kamath		022-71991460	<a href="mailto:kamathvm@svcbank.com">kamathvm@svcbank.com</a>
Head of Client Servicing	Kaustubh Mayekar	Thane RO	022-71991462	<a href="mailto:mayekarks@svcbank.com">mayekarks@svcbank.com</a>
Compliance Officer	Mukesh Singh	Thane RO	022-71991461	<a href="mailto:singhmt@svcbank.com">singhmt@svcbank.com</a>
MD	Ravinder Singh	Vakola HO	022-66999901	<a href="mailto:dp_grievances@svcbank.com">dp_grievances@svcbank.com</a>

Working Hours of All the above Escalation Levels are:

9 AM to 5.30 PM from Monday to Saturday (Except 2<sup>nd</sup> and 4<sup>th</sup> Saturday)

In absence of response / complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>

Please quote your complaint Ref No. while raising your complaint at SEBI SCORES/Depository portal.