

## Annexure A

### Escalation Matrix

Details of	Contact Person	Address	Contact No.	E-mail Id
<b>Client Servicing</b>	Vidya Pujari	Thane RO	022-71991464	dp_grievances@svcbank.com
	Muskaan Shaikh		022-71991460	dp_grievances@svcbank.com
	Kaustubh Mayekar		022-71991462	dp_grievances@svcbank.com
<b>Head of Client Servicing</b>	Trupti Desai	Thane RO	022-71991461	dp_grievances@svcbank.com
<b>Compliance Officer</b>	Mukesh Singh	Thane RO	022-71991461	dp_grievances@svcbank.com
<b>MD</b>	Ravinder Singh	Vakola HO	022-66999901	dp_grievances@svcbank.com

- 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.