



## Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
<b>Customer care</b>	Ms. Rachana kollambi	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B- 23,MIDC, Thane Industrial Estate, Wagle Estate,	<b>8976689766</b> Press IVR Option 5 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	<a href="mailto:support@5paisa.com">support@5paisa.com</a>
<b>Head of Customer care</b>	Mr. Dhruv Kapadia	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B- 23,MIDC, Thane Industrial Estate, Wagle Estate,	<b>8976689766</b> Press IVR Option 6 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	<a href="mailto:grievance@5paisa.com">grievance@5paisa.com</a>
<b>Compliance Officer</b>	Ms. Namita Godbole	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B- 23,MIDC, Thane Industrial Estate, Wagle Estate,	<b>8976689766</b> Press IVR Option 6 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	<a href="mailto:Compliance@5paisa.com">Compliance@5paisa.com</a>
<b>CEO</b>	Mr. Gaurav Seth	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B- 23,MIDC, Thane Industrial Estate, Wagle Estate,	<b>8976689766</b> Press IVR Option 6 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	<a href="mailto:ceo@5paisa.com">ceo@5paisa.com</a>

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.