



Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Mr.Sandeep Patil	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B-23,MIDC, Thane Industrial Estate, Wagle Estate,	8976689766 Press IVR Option 5 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	support@5paisa.com
Head of Customer care	Mr.Arbind Sinha	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B-23,MIDC, Thane Industrial Estate, Wagle Estate,	8976689766 Press IVR Option 6 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	grievance@5paisa.com
Compliance Officer	Ms.Namita Godbole	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B-23,MIDC, Thane Industrial Estate, Wagle Estate,	8976689766 Press IVR Option 6 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	Compliance@5paisa.com
CEO	Mr.Narayan Gangadhar	IIFL House, Sun Infotech Park, Road no. 16, Plot no. B-23,MIDC, Thane Industrial Estate, Wagle Estate,	8976689766 Press IVR Option 6 (Timings : - Mon to Fri 8.30am to 6.00pm & Sat 9.30am to 3.30pm)	ceo@5paisa.com

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