Refer Image for Point 9

'Annexure A'					
Support and Grievance Escalation Matrix:					
Escalation Matrix					
Details of	Contact Person	Address	Contact No.	Email ID	Working Hours
Customer Care					9:00 AM To 6:00 PM
Head of Customer care					9:00 AM To 6:00 PM
Compliance Officer				es.com	9:00 AM To 6:00 PM
CEO					9:00 AM To 6:00 PM
In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at https://scores.gov.in/scores/Welcome.html or Exchange/Depository at					
BSE – https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx					
NSE – https://investorhelpline.nseindia.com/NICEPLUS/					
MCX – https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint					
CDSL – https://www.cdslindia.com/Footer/grievances.aspx					
Please quote your Service Ticket / Complaint Ref No. while raising your complaint at SEBI SCORES / Exchange/ Depository portal.					