

‘Annexure A’

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	MS.NEHA PRASAD	1101, 11 th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-V, Kolkata-700 091	033-66280000	care@eurekasec.com	10AM-6PM
Head of Customer care	MR.SHASHI B RAO	1101, 11 th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-V, Kolkata-700 091	9836000117	Sb.rao@eurekasec.com	10AM-6PM
Compliance Officer	MR.AKLESH SIPANY	1101, 11 th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-V, Kolkata-700 091	9836000172	Aklesh.sipany@eurekasec.com	10AM-6PM
CEO	MR.RAJESH SOMANI	1101, 11 th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-V, Kolkata-700 091	9830600111	rajesh@eurekasec.com	10AM-6PM

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