



# Step-by-step procedures for

filing a complaint on a designated email id & finding out status of the complaint etc.





# **How to place an investor grievance complaint at Eureka?**

[www.eurekasec.com](http://www.eurekasec.com)

# Designated Point of Contact

Visit [www.eurekasec.com](http://www.eurekasec.com) > **Contact Us**

Send Email or Contact for any queries or complaints.

or

For any queries or complaints, please mail at  
[care@eurekasec.com](mailto:care@eurekasec.com) / [info@eurekasec.com](mailto:info@eurekasec.com)

or Get in touch with Help Desk at  
**+91 33 6628 0000**

[www.eurekasec.com](http://www.eurekasec.com)



# Escalation-Matrix

Level 1

**[care@eurekasec.com](mailto:care@eurekasec.com)**

Level 2

**[sb.rao@eurekasec.com](mailto:sb.rao@eurekasec.com)**

Level 3

**[debomita@eurekasec.com](mailto:debomita@eurekasec.com) ;  
[aklesh.sipany@eurekasec.com](mailto:aklesh.sipany@eurekasec.com)**

Level 4

**[rjs@eurekasec.com](mailto:rjs@eurekasec.com)**

[www.eurekasec.com](http://www.eurekasec.com)



# Designated Point of Contact to report grievances or complaints

To report grievances or complaints, and Eureka will respond with a resolution.

For any complaints or grievances, please mail at  
**[grievance@eurekasec.com](mailto:grievance@eurekasec.com)**

or Get in touch with Help Desk at  
**+91 33 6628 0000**

[www.eurekasec.com](http://www.eurekasec.com)





# Investor Grievance

EUREKA STOCK & SHARE BROKING SERVICES LIMITED	<a href="mailto:grievance@eurekasec.com">grievance@eurekasec.com</a>	033 6628 0000
NATIONAL STOCK EXCHANGE OF INDIA LIMITED	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>	022-2659 8190/91
BOMBAY STOCK EXCHANGE LIMITED	<a href="mailto:is@bseindia.com">is@bseindia.com</a>	022-2272 8016
METROPOLITAN STOCK EXCHANGE OF INDIA LTD	<a href="mailto:investorcomplaints@msei.in">investorcomplaints@msei.in</a>	022-6112 9028
MULTI COMMODITY EXCHANGE OF INDIA LTD	<a href="mailto:grievance@mcxindia.com">grievance@mcxindia.com</a>	022-6731 8888
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED	<a href="mailto:ig@ncdex.com">ig@ncdex.com</a>	022-6640 6789
NATIONAL SECURITIES DEPOSITORY LTD	<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>	022-2499 4200
CENTRAL DEPOSITORY SERVICES (I) LTD	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>	1800 22 5533



You may also lodge your grievances with **SEBI** at <http://scores.gov.in>. For any queries, feedback or assistance, please contact **SEBI** Office on Toll Free Helpline at **1800 22 7575/1800 26 67575**



# Thank You



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