

‘Annexure A’

Escalation Matrix:

Details of	Contact Person	Address	Contact Number	Email Id	Working Hours
Customer Care	Juhi Shasmal	1101, 11th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-5, Kolkata-700 091	033-6628 0000 (Extn: 400)	info@eurekasec.com	10.00am to 6.00pm
Head of Customer Care	Neha Prasad / Surupa Banerjee	1101, 11th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-5, Kolkata-700 091	+91 98360 00117	care@eurekasec.com	10.00am to 6.00pm
Compliance Officer	Debomita Guha Maity	1101, 11th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-5, Kolkata-700 091	+91 98360 00908	debomita@eurekasec.com	10.00am to 6.00pm
Compliance Officer-DP	Aklesh Sipany	1101, 11th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-5, Kolkata-700 091	+91 98360 00172	aklesh.sipany@eurekasec.com	10.00am to 6.00pm
CEO	Rajesh Kumar Somani	1101, 11th Floor, Merlin Infinite, DN-51, Salt Lake, Sector-5, Kolkata-700 091	033-6628 0000 (Extn: 154)	rjs@eurekasec.com	10.00am to 6.00pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with **NSDL** at “<https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>” or **SEBI** at “<https://scores.sebi.gov.in/>”

Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.

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