

Escalation Matrix

<u>Details of</u>	<u>Contact Person</u>	<u>Address</u>	<u>Contact No.</u>	<u>Email id</u>
Customer Care	Mr. Binayak	2 nd Floor, Mittal court, Nariman Point , Mumbai – 400021	022-3913 5001	custcare@idbidirect.in
Head of Customer Care	Mr. Prasad Chitnis	6 th Floor, IDBI Tower, Cuffe Parade, Mumbai – 400 005	022-22171700	escalation@idbicapital.com
Compliance Officer	Ms. Christina D'souza	6 th Floor, IDBI Tower, Cuffe Parade, Mumbai – 400 005	022-22171700	compliance@idbicapital.com / redressal@idbicapital.com
CEO	Mr. Iswar Padhan	6 th Floor, IDBI Tower, Cuffe Parade, Mumbai – 400 005	022-22171700	md@idbicapital.com

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 at <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.